RESOLUTION NO. 2017-32

A CAPITAL PROJECT AUTHORIZING RESOLUTION OF THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, APPROVING THE PURCHASE OF A PARKS AND RECREATION MANAGEMENT SOFTWARE SYSTEM, HARDWARE AND RELATED SERVICES FROM VERMONT SYSTEMS INC.; PROVIDING FOR AUTHORIZATION; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, pursuant to Section 3.07(b) of the Village Charter, the Village Council desires to authorize the expenditure of Village funds for a capital project consisting of a Parks and Recreation Management Software System, hardware and related services (Collectively, the "Software System"); and

WHEREAS, the Village issued RFP No. P&R 2017-1 for the Software System; and

WHEREAS, after careful review and consideration of the proposals submitted, the Village Manager has recommended Vermont Systems, Inc. (the "VSI") for the Software System; and

WHEREAS, the Village Council desires to enter into an agreement with VSI and authorizes the Village Manager to negotiate and execute such an agreement consistent with the proposal attached hereto as Exhibit "A" (the "Proposal"); and

WHEREAS, the Village Council finds that this Resolution is in the best interest and welfare of the residents of the Village.

NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, AS FOLLOWS:

Section 1. **Recitals Adopted.** That each of the recitals stated above is hereby adopted and confirmed.

Section 2. **Capital Project Authorized.** That the Software System as described in the

Proposal is hereby approved and authorized, subject to the condition that the initial start-up costs of the Software System shall not exceed $85,654 as provided for in the Proposal.

Section 3. **Village Manager Authorized.** That the Village Manager is hereby authorized to negotiate and execute an agreement with VSI, consistent with the Proposal, subject to approval as to form, content, and legal sufficiency by the Village Attorney.

Section 4. **Implementation.** That the Village Manager is hereby authorized to take any and all action necessary to implement the intent and purpose of this Resolution.

Section 5. **Effective Date.** That this Resolution shall be effective immediately upon adoption hereof.

PASSED AND ADOPTED this _13th_ day of _June_, 2017.

MAYOR MAYRA PEÑA LINDSAY

ATTEST:

CONCHITA H. ALVAREZ, MMC, VILLAGE CLERK

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

VILLAGE ATTORNEY

Vermont VS Systems
Recreation & Parks Software

February 17, 2017

Village of Key Biscayne
Todd Hofferberth
88 West McIntyre St.
Key Biscayne, FL 33149

Dear Mr. Hofferberth:

Vermont Systems is pleased to respond to the Request for Proposal due March 10, 2017 for Parks and Recreation Management Software for the Village of Key Biscayne. Vermont Systems specializes in providing application software and related services for parks and recreation operations and therefore can meet or exceed your listed requirements.

We are proposing our **RecTrac** Recreation Tracking Software which meets many of your needs as described in your RFP. You have indicated a need for the Activity Registration, Facility Reservation, Pass Management, Point of Sale, and League Scheduling modules, along with the required Systems Administration module. The Incident Reporting module is included at no charge. The proposal is based on a total of ten (10) concurrent RecTrac system user licenses. Since the RecTrac application software includes all of the capabilities listed, along with any necessary hardware, such as POS peripherals, we are most qualified to respond to your RFP. Other RecTrac modules that are available for future consideration include Personal Trainer, Locker Rentals, Equipment/Site Rentals, Trip Reservations, Court Reservations, and Golf Point of Sale and Tee-times.

We are also proposing our integrated **Photo ID** system and **WebTrac** for internet Registrations, Reservations, POS, Pass Registrations/Renewals, and Mobile RecTrac and Mobile WebTrac as well as **PayTrac**, VSI's ERI (External Redirect Interface) credit card and debit card payment processing software options. Using the ERI interfaces, VSI does not capture, store, and transmit card data within our applications. Therefore, the very expensive annual PCI audits will not be required for VSI or for you, as a merchant. This responsibility is transferred to the PCI compliant processor.

The proposed **RecTrac 3.1** integrated browser software has been developed using Javascript and HTML and the database software has been developed and deployed using the 4GL Progress Open Edge Application Server software, one of the leading development languages available in terms of management ease, software portability, database integrity, scalability, flexibility, and customer satisfaction. Progress enables the RecTrac 3.1 browser-based software to operate using computers, tablets, and smart phones with most operating systems and web browsers. The Progress Version 11 RDBMS is embedded with our software, providing the customer with a powerful database and minimal overhead in terms of management and maintenance.

The proposed **RecTrac** software includes a substantial number of standard reports, each with multiple selection criteria and print options by report. This extensive number of standard reports is more than sufficient for most

RecTrac
Recreation Tracking Software

MainTrac
Maintenance Tracking Software

GolfTrac
Golf Course Point of Sale Software

TeleTrac
Integrated Telephony Software

WebTrac
Integrated Internet Software

users. Further, the standard 3.1 RecTrac software includes a powerful integrated report writer to enable your staff to develop custom reports.

VSI has over 1150 installations with several thousand users, which includes over 900 municipal and county government customers, as well as nearly all U.S. Air Force, Army, Navy, and Marine bases worldwide. Therefore, we have a proven track record in providing quality software and support services on a nationwide scale. The VSI software, along with the Progress RDBMS (database) scales from single-user up to 10,000 user workstations. For example, the Fort Campbell, KY, WAN connects over 500 RecTrac users at 55 locations using one embedded Enterprise database. Please refer to the enclosed user list for reference names and telephone numbers.

VSI has qualified a complete range of Photo ID Card and POS hardware products to operate with our software. These include small computer workstations, touch screen computers, touch screen monitors, cash drawers, pole displays, barcode scanners, magstripe readers, programmable keyboards and keypads, receipt printers, digital cameras, pass printers, photo ID card printers, scales, biometric hand and finger scanners, handheld scanners, and ticket printers. VSI also provides supplies to go with the hardware quoted. VSI would welcome the opportunity to conduct a phone or on site survey to determine your specific needs.

While the Town's IS department or a local hardware vendor would provide the computer hardware, hardware support, networking software and support, and other computer services, VSI will provide the application software and database, along with software maintenance support, software upgrades with new enhancements, on-site training, remote dialup and Internet support, unlimited toll free telephone support, and VSI qualified POS hardware. We would work together to resolve all issues, should any arise.

Since the documentation provided is proprietary to Vermont Systems, Inc, Key Biscayne is responsible for ensuring that they shall be accessible only to authorized personnel during the evaluation process. If the Town selects VSI as the vendor of choice, then these items will be retained as part of the VSI bid response. Key Biscayne' staff can visit the VSI web site to experience the "live" WebTrac and PayTrac software using the online demonstration database.

Please feel free to contact us, at your convenience, if you need additional information. We look forward to working with you during the implementation of our high quality software products.

Sincerely yours,

John Willey
Vice President, Sales
Vermont Systems, Inc.

Vermont
VSI Systems

Village of Key Biscayne

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Vendor Profile—Vermont Systems, Inc.

Firm Name:	Vermont Systems, Inc.
Location:	12 Market Place Essex Junction, VT 05452
Contact:	John Willey, Vice President Sales (x3012) Dave Wirtz, Sales Manager (x3009) Giles Willey, President (x3005) Robert Willey, Chairman (x3003)
Telephone:	(877) 883-8757
Fax:	(802) 879-5368
Email:	Johnw@vermontsystems.com Davew@vermontsystems.com Gilesw@vermontsystems.com Bobw@vermontsystems.com
Website:	www.vermontsystems.com
Length of Time in Business:	31 Years

Number of Installed Accounts:

RecTrac	1250
GolfTrac/Golf POS	210
MainTrac	80
WebTrac	650
TeleTrac	12

Size of Staff:

Development Staff	18
Customer Support Staff	56
Administrative & Sales Staff	10
Total Staff	84

Major Industry Concentration: Parks and Recreation Software Vertical Market (exclusively)

As stated previously, VSI has no debt. Vermont Systems Dun & Bradstreet ID is 150697019, and our rating is 4A1.

VSI is not in litigation with any organization.

RecTrac 3.1 was first installed at a customer's site in December of 2015.

There are currently approximately 275 customers using the latest RecTrac 3.1 software.

Company History/Management Summary

Vermont Systems Inc. Company Background

Vermont Systems, Inc. is a privately owned, Vermont Corporation with headquarters at 12 Market Place, Essex Junction, Vermont 05452. The company was founded on July 1, 1985 by Bob Willey and son, Giles Willey, and was joined by daughters Laura and Kathryn in the same month. Since 1988, VSI has specialized in developing fresh software products for managing recreation and parks operations, and markets and fully supports this software primarily on a national basis. VSI is 100% owned by its employees and management, and has required no outside sources of funding, other than normal banking relationships. VSI has **no debt**, and has sufficient capital to support the company's solid growth and the development of new products without sacrificing quality customer support. VSI's staff of eighty employees is committed to providing high quality application software and responsive customer support for our customers.

VSI has established an excellent track record of paying bills on time, conducting business on a sound, ethical basis, and providing our customers with prompt, quality support services. All banking transactions are processed through the TDBank in Burlington, Vermont. Please feel free to contact our bank officer, Gisele Kloeckner, Vice President, at 802-860-5534.

Vermont Systems' primary application software products are **RecTrac, GolfTrac, MainTrac, FinTrac, and WebTrac,** each of which consists of multiple integrated software modules for managing recreation and parks operations. The **RecTrac** system includes the Activity Registration, Facility Reservations, Pass Management, Point of Sale/Inventory Control/Tickets/Gift Cards, POS Venue Ticketing, League Scheduling, Court Reservations, Trip Reservations, Locker Rentals, Equipment Rentals, Personal Trainer Scheduling, Child/Youth Management, and Incident Reporting modules; the **GolfTrac, POS Cash Register/Inventory** system also includes Tee-Time Reservation and Local Handicap capabilities; **FinTrac** currently consists of six integrated modules, General Ledger, Accounts Payable, Purchase Orders, Payroll, Time Management/Employee Scheduling, Human Resources, and Systems Administration; **MainTrac** consists of a Base Asset Management System, plus Personnel Scheduling, Inspections/ Results, and Planning/Budgeting functions. **WebTrac** provides your patrons with real time Internet access to process online Activity Registrations, Facility Reservations, Pass Registrations & Renewals, POS Ticket & Gift Card Sales, League Scheduling, Equipment/Site Rentals, Court Reservations, Trip Reservations, Personal Trainer Scheduling, Locker Rentals, Child/Youth Management, Incident Reporting, and Golf Tee-Time Reservations.

Other integrated products include **Photo ID Card Systems, PayTrac for electronic payments, Access Control, Remote Lighting Control** interfaces, **Financial System** interfaces, and **Point-of-Sale Touch Screen Computers & Peripherals.**

All VSI application software products are developed and deployed using 4GL Progress OpenEdge software, while also utilizing the Progress OpenEdge RDBMS (Relational Database Management System).

Vermont
VS Systems

Vermont Systems Vision

Our vision from the beginning has been to build a reputable name in the business one satisfied customer at a time. This is the number one goal for all VSI employees. While this is our daily focus, it is also the driving force behind the goals we set for the company. For the most part, our success for over 30 years has been due to listening to our customers and keeping our eye on the emerging technological advances. We attempt to integrate new technologies with our software, while ensuring that the new capabilities will be practical for the majority of our customers. This approach has served our customers, and our company, very well over the years.

From the start, we've always attempted to take the long-term view. We have chosen to remain an independent company to ensure that we steer our own course by using our customers as the beacon, rather than a course steered by a detached organization with their eye on the bottom line. An example of this mindset was the very foundation of our application development. We selected a development language, 4GL Progress that would enable our applications to operate on a broad range of platforms. This allows the customer to select the desired network operating system and hardware from a list of certified platforms that include Microsoft operating systems, as well as most flavors of UNIX and Linux.

While we remain independent, we have developed partnerships with many companies. This concept allows us to stay focused on what we do best, and still deliver powerful capabilities to our customers. These capabilities include remote lighting control, credit and debit card authorization, gift cards, electronic check processing, numerous financial interfaces, brochure interfaces, continuous online backup options, qualified POS hardware, and extensive reporting options. We will continue to search out and work with industry leaders where it makes sense and enhances our applications.

Vermont
VS Systems

Staff Resumes/Qualifications—Key Personnel

Giles Willey, President, is involved in most aspects of VSI operations. In 1989, Giles developed the first release of our premier products, RecTrac and GolfTrac, and has continued to be involved with the on-going development of these and other products. He has 34 years of experience in systems analysis, software design, software development, hardware and network configuration and installation for a variety of platforms, and systems. As CEO, Giles is a major principal of VSI, and is a fully authorized corporate signer of any documents on behalf of VSI.

Laura Valley, Vice President - Training/Support, is responsible for assuring that all VSI customers' needs are being addressed on a continual basis. This includes prompt telephone response, shipment of software upgrades, surveying current and future user requirements, and scheduling installations and training. Laurie has been part of the VSI team for the past (30) years, and is a VSI principal and a fully authorized corporate signer of VSI contracts.

Kate Mitchell, Vice President & Treasurer – as our Business Manager, Kate is responsible for software and support services billing and payment, as well as annual software maintenance renewal billing and payments, and new order delivery statuses. Kate has been part of the VSI team for the past (30) years, and is a VSI principal and a fully authorized corporate signer of VSI contracts and other documents.

John Willey, Vice President - Sales, is responsible for the sales and marketing of VSI products, as well as assisting with the research of other products for integration with application software. John has successfully represented VSI for (23) years, while selling and installing our products. John is a VSI principal and an authorized signer of VSI proposals and agreements.

Bruce Gepfert, Vice President of Software Development, is the leader of the software development team. He is a primary RecTrac developer, as well as the coordinator of all other application software development. Bruce has a Civil Engineering Degree with 12 years field experience prior to joining VSI, and (21) years' experience in designing and developing VSI software products.

David Wirtz, Sales Manager, is responsible for the sales and marketing of VSI products, as well as assisting with the research of other products for integration with application software. Dave has successfully represented VSI for (19) years, while selling and installing our products.

Cullen Barber, Customer Support Manager, is responsible for new customer installations, on-site training and on-going support services. Cullen has (22) years' experience providing excellent on-site and telephone support for Vermont Systems customers.

Staff Resumes/Qualifications—Key Personnel

Tom Valley, Customer Support Manager, is responsible for new customer installations, on-site training and ongoing support services. Tom has (21) years' experience providing excellent on-site and telephone support for Vermont Systems customers.

Travis Barber, Customer Support Manager, is responsible for new customer installations, on-site training, and ongoing support services and oversees the military support group at VSI. Travis has (21) years' experience providing excellent on-site and telephone support for Vermont Systems customers.

Patrick Hayden, RecTrac, GolfTrac, & WebTrac Product Manager, is responsible for the functional software capabilities and for prioritizing new enhancements; developing new product initiatives based on customer/ market demand; and, working closely with Customers and VSI personnel to develop a cohesive product strategy.

Chris Tallman, Hosting Services Manager, is responsible for 24/7/365 hosting customer support services that include managing the VSI Eastern and Western data center operations.

Joe Bourassa, Quality Assurance Manager, is responsible for ensuring that all application software functions perform satisfactorily prior to release to VSI Customers.

Bob Willey, Chairman, assists others in ensuring that VSI fulfills its obligations to provide high quality software and support services and to ensure that our products are successfully implemented. He has over (55) years' experience in the computer and application software business.

Vermont
VSI Systems

References

City of Tampa, FL
Neris Reyero, Administrative Support Tech
(813) 274-8023, neris.reyero@tampagov.net
http://www.tampagov.net/dept_Parks
Customer Since: 2010
RecTrac 3.1.06.07 system with 50 users and modules of Activity Registrations, Facility Reservations, Pass Management, Point-of-Sale/Inventory Control/Tickets, and League Scheduling, **Photo ID, WebTrac** and **PayTrac**

City of Jacksonville, FL
Kelley Boree, Director
(904) 255-7908, kboree@coj.net
Customer since July 2016
Hosted RecTrac 3.1.06.10 system with 30 concurrent users of Activity Registration, Facility Reservation, Pass Management, POS, Equipment Rentals, Court Reservations, **Photo ID, WebTrac, PayTrac, MainTrac**

Orange County Parks & Recreation, FL
Pam Dennison
(407) 836-6201, pam.dennison@ocfl.net
Customer since December 2015
Hosted RecTrac 3.1.06.11 system with 60 concurrent users of Registration, Facility Reservations, League Scheduling, Pass Management, Equipment/Site Rentals, **Photo ID, WebTrac, MainTrac,** and **PayTrac**.

The following page is a user list of customers that have converted from Active/CLASS.

Vermont Systems, Inc

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Run Date: 02/14/17
Run Time: 1:24P

Converted from Active and CLASS User List

User: michelleb

State	City	Organization Name	Contact Name	Email Address	Telephone
AK	Unalaska	City of Unalaska	Lyndsee Wilson		(907)581-1297 Ext: 105
AZ	Glendale	City of Glendale	Cameron Dewaele	cdewaele@glendaleaz.com	(623)930-4630
AZ	Lake Havasu City	Lake Havasu City	Alexis Dintelman	DintelmanA@lhcaz.gov	(928)854-0888 Ext: 0
CA	San Mateo	City of San Mateo	Abby Veeser	aveeser@cityofsanmateo.org	(650)522-7408
CA	Santa Cruz	Santa Cruz Parks & Recreation	Tremain Hedden-Jones	tjones@cityofsantacruz.com	(831)420-5275
CO	Durango	Durango Parks & Recreation	RaNae Bakel	ranae.bakel@durangogov.org	(970)375-7327
CO	Montrose	Montrose Recreation Dept.	Dana Rosemerry	dana@montroserec.com	(970)249-7705
CT	Ridgefield	Ridgefield Recreation Dept.	Beth McKnight	recfacilities@ridgefieldct.org	(203)431-2755 Ext: 117
FL	Lake Worth	Lake Worth Recreation	Juan Ruiz	jruiz@lakeworth.org	(561)586-0361
IL	Broadview	Broadview Park District			
IL	Buffalo Grove	Buffalo Grove Park District	Greg Ney	gney@bgparks.org	(847)850-2127
IL	Elk Grove Village	Elk Grove Park District	Kevin Sanabrais	KSanabrais@elkgroveparks.org	(847)228-7912
IL	Elmhurst	Elmhurst Park District	Andrea Hampton	ahampton@epd.org	(630)993-8182
IL	Aurora	Fox Valley Park District	Michael Hayes	mhayes@fvpd.net	(630)966-4502
IL	La Grange	Park District of La Grange	Dean Bissias	deanbissias@pdlg.org	(708)588-2204
IL	Lake Forest	City of Lake Forest Parks & Recreation	Joe Gabanski	gabanskij@cityoflakeforest.com	(847)810-3591
IL	Western Springs	Village of Western Springs	Rita Bartelt	rbartelt@wsprngs.com	(708)246-9070 Ext: 426
IL	Wheeling	Wheeling Park District	Jeremy Ramirez	jramirez@ispera.com	(630)658-7025
IN	Franklin	Franklin Parks & Recreation	Sharon Hood	shhood@franklin.in.gov	(317)346-1192
KS	Overland Park	Blue Valley Recreation Commission	Sherry Grandon	sgrandon@bluevalleyrec.org	(913)685-6013
KS	Merriam	Merriam Parks & Recreation	Dave Smothers	daves@merriam.org	(913)322-5550
KS	Pittsburg	Pittsburg Parks & Recreation	Alison Dudley	alison.dudley@pittks.org	(620)230-5524
MI	Holland	Holland Recreation Dept.	Gray Gogolin		(616)355-1130
MI	Mount Pleasant	Mt. Pleasant Parks & Recreation	Lisa Way	lway@mt-pleasant.org	(989)779-5333
MI	Wyoming	Wyoming Parks & Recreation	Rebecca Rynbrandt	RynbranB@wyomingmi.gov	(616)261-3520
MN	Eden Prairie	Eden Prairie Community Center	Aditi Salunke	asalunke@edenprairie.org	(952)949-8520
MN	Brooklyn Center	LOGIS - City of Brooklyn Center	Kelly Mertes	kmertes@ci.brooklyn-center.mn.us	(763)569-3405
MN	Golden Valley	LOGIS - Crystal	Dan Mueller	dan.mueller@crystalmn.gov	(763)531-1178
MN	Golden Valley	LOGIS - Eagan	Dan Cook	dcook@cityofeagan.com	(651)675-5093
MN	Golden Valley	LOGIS - Golden Valley	Carrie Anderson		(763)512-2344
MN	Golden Valley	LOGIS - Lakeville	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MN	Golden Valley	LOGIS - Maple Grove	Mark Saari	msaari@maplegrovemn.gov	(763)494-6510
MN	Golden Valley	LOGIS - Minnetonka	Sam Black	sblack@eminnetonka.com	(952)939-8383
MN	Golden Valley	LOGIS - New Hope	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MN	Golden Valley	LOGIS - Robbinsdale	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MN	Golden Valley	LOGIS - St Louis Park	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MO	Arnold	City of Arnold Parks & Recreation	Chrissy Summers	csummers@arnoldmo.org	(636)282-2380
MO	Ballwin	City of Ballwin	Linda Bruer	lbruer@ballwin.mo.us	(636)227-8950
MO	Bellefontaine Neighbors	Bellefontaine Neighbors	Mark Dickerson	mdickerson@cityofbn.com	(314)867-0700
MO	Brentwood	Brentwood Parks Dept.	Brad Barbeau	BBarbeau@brentwoodmo.org	(314)963-8685
MO	Ferguson	City of Ferguson	Matthew Asikainen		(314)521-4669
MO	Maryland Heights	City of Maryland Heights	Kim Hedgpeth	khedgpeth@marylandheights.com	(314)738-2599
MO	Richmond Heights	Richmond Heights Parks & Recreation	Teresa Proebsting	tproebsting@richmondheights.org	(314)645-1476
MO	St. Charles	City of St. Charles Parks and Recreation	Monica McCarthy	monica.mccarthy@stcharlesparks.com	(636)949-3375
NC	Carrboro	Town of Carrboro	Andy Vogel	avogel@ci.carrboro.nc.us	(919)918-7305
NV	Las Vegas	Clark County Parks & Recreation	Joseph House	HouseJ@ClarkCountyNV.gov	(702)455-6877

Converted from Active and CLASS User List

State	City	Organization Name	Contact Name	Email Address	Telephone
NV	Henderson	City of Henderson	Jennifer Rosenbusch	jennifer.rosenbusch@cityofhenderson.com	(702)267-4330
NV	Las Vegas	City of Las Vegas	Marc Walters	mwalters@lasvegasnevada.gov	(702)229-6722
OH	Cincinnati	Anderson Park District	Sheila Fehn	sfehn@andersonparks.com	(513)388-4511
OH	Cuyahoga Falls	Cuyahoga Falls	Jason Pullin	PullinJA@cityofcf.com	(330)971-8228
OH	Dayton	City of Dayton	Kenton Curtis	kenton.curtis@daytonohio.gov	(937)333-7060
OH	Dublin	City of Dublin	Terrye Rabalais	trabalais@dublin.oh.us	(614)410-4591
OH	Grove City	City of Grove City	Kevin Litman	klitman@grovecityohio.gov	(614)277-3005
OH	Westlake	City of Westlake Recreation	Ann Hollows	ahollows@cityofwestlake.org	(440)617-4421
PA	Plymouth Meeting	Plymouth Township,Montgomery Co	Karen Franck	kfranck@Plymouthtownship.org	(610)277-4312 Ext: 125
SD	Sioux Falls	City of Sioux Falls	Matt Williams	mwilliams@siouxfalls.org	(605)367-8804
TN	Memphis	University of Memphis	Jim Vest	jvest@memphis.edu	(901)678-2990
TX	Baytown	Baytown Parks & Recreation	Mike Flinn	Michael.flinn@baytown.org	(281)422-1151
TX	Dallas	City of Dallas	Liz Whittle	elizabeth.whittle@dallascityhall.com	(214)670-1802
TX	Lake Jackson	City of Lake Jackson	Trisha Huffman	thuffman@lakejacksontx.gov	(979)415-2446
UT	Park City	Park City Recreation	Jessica Moran	jmoran@parkcity.org	(435)615-5414
WA	Bainbridge Island	Bainbridge Island Parks&Rec	Amy Swenson	amy@biparks.org	(206)842-2306 Ext: 123
WI	Whitefish Bay	Whitefish Bay Recreation	Carin Keland	carin.keland@wfbschools.com	(414)963-3888

Software Information

1. General System Components

GSA 1.5: Yes, RecTrac provides for dashboard display. Users can have a personalized dashboard appear upon login consisting of charts and graphs as well as written information detailing items of interest.

GSA 1.6: Yes, RecTrac allows for a loyalty card system/tracking participation for incentive/marketing purposes.

GSA 1.7: Yes, every item that can be sold can have an external document attached that will print out with the customer's receipt. There is also the option to have waiver letters and rules and regulations letters print out when a certain item is sold.

2. Accounts/Database

AD 2.8: There are many ways to accomplish this. It depends on what you're trying to track. There are many features, reports, etc. There are ways to create custom categories for family members and search by that code for fees, target emails, etc.

AD 2.10: RecTrac can import addresses from a delimited text file, and these addresses can be flagged as resident and non resident.

3. Course Registrations

CR 3.11: RecTrac allows the ability to custom create fees such as; fee changes by date, time, sibling number, custom features and many more.

CR 3.15: Yes, RecTrac can scan or track attendance by course/location.

CR 3.16: Using an ID card, youths can scan their card and check in, and when they leave scan their card again to check out. With the swipe out, photos of authorized pickup people will display.

CR 3.22: When linking an instructor to a class you have the option to attach a pay rate (percentage, flat rate, hourly rate, headcount). On a user defined time interval you run the instructor pay program which will calculate the pay by the before mentioned pay rate option.

4. Facility Reservations

FR 4.10: Yes, views are available in a listing format with searchable parameters as well as a grid format for a more visual facility lookup and reservation process.

FR 4.11: Online facility "requests" is an option allowing staff to first approve a reservation before it is made. You can also have reservations made but with a tentative or hold status allowing for a booking to take place but leaving the reservation as tentative or hold until approved.

FR 4.18: Facility information, notes, photos, video, layout and map link are all available.

Software Information

5. Financials
FL 5.3:

FL 5.4: With the RecTrac General Ledger Interface we export a custom file formatted to match with whichever financial software is being used. If a check is returned from the bank a reversal transaction occurs, placing a balance on the customers account. The bad check number can be tracked on the customers record and the customer can be restricted to not be able to pay by check.

6. Marketing/Communications
MC 6.4: Both RecTrac (staff portal) and WebTrac (customer portal) are part of the same database, so a change to a program description both updates RecTrac and WebTrac in real time and both locations simultaneously.

MC 6.5: All modules have email functionality with filters to target specific patrons.

MC 6.6: All modules have text functionality with filters to target specific patrons. Capturing a cell phone number and provider is required as text messages are sent as emails.

MC 6.7: All emails/texts can have an opt out option.

MC6.8: Once a program is complete, customers can be pointed to an online evaluation via WebTrac.

7. Memberships
MB 7.2: ID card, ID number, biometrics, proximity cards, phone, manual lookup are available for check-in.

MB 7.8: Yes, we have provided pricing for photo ID card hardware (1 camera, 1 printer and start-up supplies).

8. Online
ON 8.8: Resident addresses would need to be uploaded and/or manually entered in to the system. Once an address is used it cannot be used again.

ON 8.11: Please see the included Mobile RecTrac and Mobile WebTrac flyers.

ON 8.14: Hundreds of simultaneous transactions can occur online.

9. Payments
PMT 9.4: Installment billing or auto debit via a credit card or electronic check (ACH) are possibilities.

PMT 9.5: Scholarships and discounts are both available.

PMT 9.8: A credit card transaction creates a "token" which is limited, unique, stored credit card information in RecTrac. This "token" is a way for the credit card processor to identify the credit card that was used when the token was created.

Vermont
VS Systems

Software Information

PMT 9.9: The credit card transaction is passed off and takes place entirely off site on a third-party's PCI compliant website. Please refer to the Electronic Payment Processing document we have included in section 3 of our response.

PMT 9.10: Please refer to the Electronic Payment Processing document in section 3 of our response.

10. Reports
RP 10.1: Yes, there are a number of standard reports provide with RecTrac. Multiple selection criteria can be selected by the user to create reports.

RP 10.5: Report filters can provide you with this information.

11. Sports Management
SLM 11.1: Our proposal includes the League Scheduling module which provides all of the features listed and will additionally track scores and standings as well as tournament play.

12. Technical Product Components
TPC 12.1: Our customers can choose whether they would like to host their database on local servers or if they would like to utilize our full hosting services. We have provided the cost to the Village to add hosting services to its system.

TPC 12.4: We provide remote access support via WebEx, telephone and through online ticket creation.

TPC 12.5 Program updates are released periodically and are available upon request. Notifications of available updates are on the VSI website and quarterly newsletter.

TPC 12.7: See attached hosting information for details regarding the data centers used by VSI.

TPC 12.8: For hosted servers, please see included hosting information. Village-hosted databases will rely on Village procedures.

TPC 12.10: Only the Village would have access to its data. We would only access the database via a support call where permission is granted by the Village.

TPC 12.12: VSI expects over 99.7% uptime, except for scheduled downtimes. Please see section 6.

TPC 12.13: Upgrades/bug fixes are handled in small builds.

TPC 12.14: Virtual Server

TPC 12. 15: Database daily backup and database restore, as requested, and copy live to demo.

TPC 12.16: Printing is handled using a local driver and our Vermont Integrated Client (VIC) which is a communication tool from the browser to the printer.

Vermont VSI Systems

PayTrac Payment Processing Options
Credit Card and Debit Card
EMV & Non-EMV Hardware
VSI Products 10.3y03 & 3.1.06.xx (and greater) 2/9/2017

PCI Council Announcement – EMV (Euro/MasterCard/Visa) Requirement.

Effective October 1, 2015, the PCI Council announced that it would require EMV or Chip & Pin capabilities, whereby the card is inserted into a card device that reads the smart chip embedded in the patron's card. Most of the gateways and processors are still working through the certification process, so not all combinations have an EMV solution today. It's important to point out that EMV is NOT a PCI compliance requirement. It is an option that is tied to liability shift. Then a secondary form of authentication, such as signature or PIN, may be required. To meet this requirement, all US credit cards will have to be replaced with new EMV cards and all card readers without the EMV capability will also have to be replaced. ERI business partners (CardConnect, Plug'nPay, ETS, & VeriFone each determined which Customer Facing Terminals each will certify. Further, CardConnect, PnP, ETS, & VeriFone will certify each EMV card reader with each processor (First Data, TSYS, ChasePaymentech, Global, Elavon, etc...). The price of EMV hardware is expected to range from $500 to $860 each. Further, the liability for any card breach after Oct 1, 2015 that involves a Merchant not using EMV (Chip & PIN) technology will be shifted from the issuing bank to the Merchant. VSI supports Non-EMV readers for CardConnect, PnP, ETS, and VeriFone in product versions 10.3y03 and 3.1.06 or greater, while supporting EMV readers for CardConnect, ETS, and Verifone with 10.3y03 and 3.1.06 or greater. Plug'n Pay is still working on an EMV reader solution.

Background - prior to the release of the Visa/MasterCard consortium Payment Card Industry (PCI) requirements that defined new security standards for the industry, VSI had developed direct interfaces to most major processors for processing payments within the VSI applications. In order to comply with the new security requirements, and after careful evaluation of the requirements that would impact VSI and VSI's customers (merchants), VSI decided to develop new external redirect interface options. By choosing this route, Merchants and VSI would not be subject to the costly audits associated with obtaining a Payment Application Best Practices (PABP) certificate. To review the PCI requirements, please go to www.pcisecuritystandards.org.

VSI has made a great effort to provide multiple payment processing options that are PA-DSS compliant. However, VSI isn't able to approve every new interface request received daily. So, as a Merchant, please contact any of the Service Providers listed below to discuss processing fees and services offered. The Service Provider selected will guide the Merchant, while assuming responsibility for ensuring that the interface selected, will be in compliance with PCI DSS. VSI's role is limited to providing the Merchant with a choice of interfaces to enable payment processing with the Service Provider selected. It is the Service Provider's responsibility to ensure PCI DSS compliance. **During this process, VSI will cooperate with the Merchant and Service Provider by verifying that card data is NOT being captured, stored, or transmitted within the VSI application and that unencrypted card data is NOT being transmitted from the VSI application. Using an ERI, the ONLY card information stored in the database is the mask information returned from the processor and the card expiration date.**

VSI partners with Level 1 certified payment card gateways using External Redirect Interfaces to keep RecTrac out of PCI scope, while allowing RecTrac to process payment card transactions. RecTrac uses a unique transaction ID to link a customer transaction to its related payment card that is stored on the Level 1 certified gateway. Each of these gateways has a Level 1 certification that can be shared with a merchant. VSI is keeping pace with each gateway processor to update each gateway interface to comply with the Non-EMV magstripe readers and new combination EMV Chip and PIN & Non-EMV magstripe readers being deployed. The EMV interfaces will require merchants to purchase new Customer Facing Terminals capable of reading both magnetic stripes and smart chips tied to newly issued payment cards.

External Redirect Interfaces (ERI)

Currently we are integrating (4) four primary ERI choices for both office staff and online customers. VSI fees may include the following:

> - VSI hourly support fee to integrate/setup new EMV/Non-EMV hardware to work with RecTrac.
>
> - VSI IDI (*Internal Direct Interface*) to ERI (*External Direct Interface*) Transition Support Fee $500.00 - only applicable if you currently are licensed for the IDI interface
>
> - VSI External Redirect Interface (ERI) - required to process credit cards with RecTrac
>   - WORKGROUP $3000.00 Purchase/$600.00 Annual Maintenance
>   - ENTERPRISE $6000.00 Purchase/$1200.00 Annual Maintenance
>
> - VSI Debit Card External Redirect Interface - required to process debit cards with PIN, only applicable if the Gateway offers as an option.
>   - WORKGROUP $3000.00 Purchase/$600.00 Annual Maintenance
>   - ENTERPRISE $6000.00 Purchase/$1200.00 Annual Maintenance

Primary Options

1. CardConnect™ - Credit Card Interface Gateway

Gateway Status –
RecTrac 10.3y03 EMV/Non-EMV integration is available now for card-present payment, online payments, and Manual Authorization payments.
RecTrac 3.01.06.07 (and greater) EMV/Non-EMV integration is available now for card-present payments, online payments, and Manual Authorization payments.

Merchant expects to process credit card and non-pinpad debit cards in the office using a RecTrac/GolfTrac/CYMTrac client computer that is configured with Ingenico IPP320 or ISC250 (encrypted with CardSecure™ Encryption Key) and through a WebTrac online user who keyboard enters the card data. CardConnect Payment Security Solution offers EMV, P2PE (Point to Point Encryption), tokenization, and a secure, hosted vault which minimizes the merchant from PCI Scope.

Specific configurations do apply to the IPP320 and ISC250 that are available for purchase directly from CardConnect.

CardConnect provides multiple payment processor (Service Provider) choices including TSYS, First Data, Vantiv, Bank of America, Elavon, and ChasePaymentech and requires no set up fees. CardConnect charges a flat monthly fee per merchant account, along with transaction fees based on your specific volumes. Also you, the Merchant, will negotiate processing fees with your Service Provider. **Sales Contact:** – 855-734-2669 or 312-644-1715 - Travis Vaniter, tvaniter@cardconnect.com

Refer to www.cardconnect.com or http://www.cardconnect.com/payment-solutions/cardconnect-gateway/ for additional information.

*Customers that plan to switch from Plugn'Pay to CardConnect that currently have recurring billing, VSI does have a procedure to automate that transfer. Please contact VSI Sales for pricing.

2. ETS (Electronic Transaction Systems) – Credit Card & Debit Card Interface

Gateway Status –
RecTrac 10.3y02 & 3.1.05 (and greater) Non-EMV integration now available with Ingenico iSC250 & L5300 encrypted magstripe readers.
RecTrac 10.3y02 & 3.1.05 (and greater) EMV integration has been completed and available with combination Ingenico iSC250 & L5300 encrypted magstripe readers and EMV Chip & Pin readers.

The ETS EMV interface will require a Customer facing Terminal listed above with ETS Transvault 3.0 software (and greater). The ETS interface supports RecTrac/GolfTrac/CYMTrac credit card and pinpad debit card payment processing, as well as WebTrac online credit card payment processing. Since ETS handles the entire payment process, it is not considered a gateway to use other back-end processors. While ETS can accept chip and pin EMV cards, payments are processed as a credit with no cash-back feature. ETS is also certified for Canadian credit card and non-EMV pin debit card payment processing using the Ingenico IPP320 reader. Canadian credit card processing is not subject to the Oct 1, 2015 PCI Council EMV requirement. Please contact ETS directly for pricing quotes and purchase. Estimated delivery 4-weeks.

Refer also to: http://www.etsms.com/ for a complete description of ETS products and services.
Sales Contact: Sean Lynch – 800-834-7790 x222: slynch@etsms.com

ETS Refunds – You must have the underlined original receipt number to process a return/refund. In addition, the selected household must match the household on the receipt and the previous transaction must have been performed using an ETSERI credit card device. **If the original transaction occurred less than 180 days ago a RETURN/REFUND will be processed.** If the original transaction was more than 180 days ago a refund CANNOT be processed directly through RecTrac. If you attempt to process a refund for a

transaction that is more than 180 days old, RecTrac will display a message indicating that the refund cannot be processed. Instead, it is recommended that you process a Refund Finance (cut the patron a check for the refund). Please note that if you attempt to process a non-standard refund or credit via the ETS website your batch will be placed in Hold/Pending mode, thus requiring a manual approval to settle the batch. Additionally, ETS will contact a merchant in the event a batch has been given a status of Hold/Pending. For partial returns the refund amount must be less than or equal to the original receipt. If a refund amount is greater than any of the original authorization amounts for a credit card auto-debit payment, RecTrac will STOP the refund/return. Refer to Vermont System's ETS ERI documentation for instructions on how to process non-standard/blind credits.

ETS Limitations – You cannot process blind credits or sales via the RecTrac Credit Card Terminal program. Blind transactions can only be processed via the ETS website.

3. VeriFone **Point Classic, Payment-as-a-Service** for **Retail/MOTO Credit Card & PIN Debit Card Gateway**

Gateway Status –
Progress 11 upgrade is required:
RecTrac 10.3y01 Non-EMV integration completed and available with MX915 & MX925 with end-to-end encrypted magstripe reader.
RecTrac 3.01.06 Non-EMV integration is currently in development with estimated early 2017 availability date.
RecTrac 10.3y03 EMV integration completed and available with MX915 & MX925 with end-to-end encrypted magstripe reader.
RecTrac 3.01.06 EMV integration is currently in development with estimated early 2017 availability date.

Point Classic is a subscription service that reduces the need for up-front capital investment. This service includes 24x7 support, encrypted gateway transactions, integration for new methods of payment, ongoing EMV maintenance and merchant support and full PCI compliance. Point bundles the MX915 & MX925 card readers with warranty repair service, priority exchange service (overnight), VSP end-to-end encryption and tokenization, unlimited number of monthly payment transactions, EMV support, NFC Enablement, point portal, help desk support, data breach security, and gateway into one simple monthly fee. Since this is an IP web service, there is no software or database to install on your local server. This fee does not include the fees for the processors listed below. Point EMV pin debit payments are processor dependent, so please ask for processor verification.
Point Classic Services – VSI will provide a quote to subscribe to the Point services with a monthly fee.

MX915/MX925 Readers – Verifone will provide a quote to purchase the VeriFone EMV card readers directly from Verifone.

Verifone Sales Contact: Marty Hopper, 770-420-2979, Cell 404-395-7648, Marty_H1@VERIFONE.com

Please go to: http://www.verifone.com/ for a complete listing of processors that may be used with Point for credit cards, debit cards, and pin pad debit cards. Current Point processor options:

    Chase Paymentech Tampa Host– Retail & Restaurant
    First Data-Nashville ISO – Retail only
    First Data Omaha
    First Data North
    Global Payments East – Host
    TSYS
    Vantiv St. Pete Host
    WorldPay

Point supports EMV and uses the Payware Connect gateway which is PCI DSS certified. Point will become the only VeriFone solution for VSI software that meets the PCI Council EMV Chip & Pin mandate.

4. Plug'nPay – Credit Card Interface Gateway

Gateway Status –
RecTrac 10.3y02 & 3.1.05 (and greater) Non-EMV integration now completed and available with Magtek IPAD with end-to-end encryption or any non-encrypted magstripe reader.
RecTrac 10.3 EMV integration is not being developed by VSI, as waiting for Plug'n Pay to complete EMV reader development.
RecTrac 3.01.06 EMV integration is not being developed by VSI, as waiting for Plug'n Pay to complete EMV reader development.

Merchant expects to process credit card and non-pinpad debit cards in the office using a RecTrac/GolfTrac/CYMTrac client computer that is configured with an EMV or Non-EMV reader and a WebTrac online user who keyboard enters the card data. PnP provides multiple payment processor (Service Provider) choices and requires a setup fee and a flat fee per transaction with minimum monthly. Also you, the Merchant, will negotiate processing fees directly with your Service Provider.

Plug'n Pay is working to integrate the Ingenico ISC250 terminal that is E2EE certified into their gateway solution, but no target ETA has been provided by Plug'n Pay at this point. Therefore, VSI is not accepting EMV hardware orders.

Sales Contact: – 800-945-2538 - Barbara Volpe x7738, Barbara@Plug'nPay.com .

US Processors - refer to: http://www.gatewaystatus.com/index.cgi for a complete listing of US processors certified with PnP. Then click Support, Gateway System Status, & Here to display the US processor status list.

Canadian Processors – current PnP certified processors in Canada include Moneris (online only, card-present scheduled), and ChasePaymentech.

Plug'nPay Refunds – When processing refunds for sales that were not associated with a household account, you must have the original receipt number for which you are processing a return/refund to enter in to the RecTrac system. If the original receipt number is not available for anonymous sales you must process a non-standard/blind credit via the Plug'nPay website. Additionally, if processing a refund for a transaction that was processed prior to using Plug'nPay (using a different processor), you must also process a non-standard/blind credit. Refer to Vermont System's Plug'nPay specific documentation for instructions on how to process non-standard/blind credits.

Plug'nPay Limitations – You may NOT process debit cards UNLESS the card can also be used as a major credit card. Additionally, you may not process blind credits or sales via the RecTrac Credit Card Terminal program. Blind transactions can only be processed via the Plug'nPay website. Installment billing periods of 367 days or more (billing annually, etc.) is not recommended. Since Plug'nPay stores unique identifiers for approximately one year, you risk not having unique identifiers for your households. So billing for those households will fail. VSI recommends no more than semi-annual installment billing (semi-annually, quarterly, monthly, semi-monthly, bi-weekly, weekly).

Plug'nPay Compatibility with CITRIX – The Plug'nPay gateway is compatible with CITRIX provided there are no restrictions on the USB hub being used by the Plug'nPay magstripe reader (MSR) *and* provided the local client has permission to forward the USB port as a secondary keyboard to the Server.

Plug'nPay Gift Cards – available, if using Mercury Payment Systems as your processor with PnP.

Alternative options for credit card processing until the EMV integrations are complete:

1. **Integrated Non-EMV** – use encrypted (end-to-end) magstripe reader (MSR) specific to the PCI compliant gateway you are currently using or plan to use depending on the RecTrac release.
2. **Integrated Non-EMV** – use non-encrypted (no end-to-end encryption) magstripe reader with PCI compliant gateway you are currently using or plan to use depending on the RecTrac release.
3. **Non-Integrated EMV** - contact your bank/backend processor to procure direct-to-processor EMV readers that you can utilize during the transition. These payments will be processed completely outside of RecTrac, requiring the reference/auth code to be manually entered into RecTrac for each sale. This option applies for those who prefer to implement an EMV solution now.

The gateways that VSI has integrated with our software are PCI compliant with or without EMV. The use or not of EMV chip and pin payment cards will determine liability. For example, if a patron presents a EMV chip and pin payment card, and the merchant is unable to read it, thus requiring use of the magstripe, the merchant becomes liable. If the merchant can read the EMV chip and pin payment card, then liability remains with the bank/processor.

Electronic Check Processing Interfaces

Option 1 – VSI RecTrac/GolfTrac/CYMTrac 9.5a4g release and higher provides electronic check payment processing to capture the check MICR line data and amount with end-of-day ACH processing. Certified echeck readers include MagTek MiniMICR and MICRImage models. **Contact VSI for quotes.**

Option 2 – VSI has developed an interface to ProfitStars to enable electronic check payments with front and back image capture, along with comparing the check data with a national bad check database. If interested, please contact Sales at VSI for vendor contact data. Certified echeck reader is MagTek MICRImage model. **Contact VSI for quote.**

VSI RecTrac 3.1 Software – Client Recommendations
This document pertains to all customers.

> **Note:** RecTrac, GolfTrac, WebTrac, & PayTrac 3.1 software was released on December 1, 2014. The minimum recommendations below represent our best estimate for client recommendations based on current testing. We will continue our efforts to refine these recommendations.
>
> Please check back often to confirm that you have the most up-to-date guidelines prior to the purchase of any new hardware.

Client Operating System Requirements:

Workstations with Peripheral Hardware

A computer with peripheral hardware, such (but not limited to) as a Cash Drawer, Receipt Printer, Bar Code Reader, Magstripe Reader, or Touch Screen Monitor requires Windows 7/8 or Windows 10 using 32-bit or 64-bit computers or Windows 8.1/10 using 64-bit computers. Workstations with peripheral hardware also require installation of the Vermont Integration Client (VIC, the peripheral hardware management tool for RecTrac). VIC must be installed using Internet Explorer 10 or greater using elevated permissions. Elevated permissions means you run the IE icon using the right click, Run as Administrator option. Once VIC is installed, workstations can use current versions of Mozilla Firefox or Google Chrome, as well as Internet Explorer 10 and 11 and Microsoft Edge to run the RecTrac application on a day-to-day basis as of 09/06/2016. In order to link profiles at the Workstation Level, the network must be setup to allow "Reverse DNS lookup".

Mobile Devices and/or Workstations without Peripheral Hardware

Mobile Devices and workstations without peripheral hardware can use Internet Explorer 10 and 11, and Microsoft Edge, as well as current versions of Firefox, and Chrome, Apple iPhone & iPad with iOS 5 or higher and Safari, Android 4.0 or higher (Ice Cream, Sandwich, Jelly Bean), Web Browser (HTML5/CSS3/JavaScript); and Windows 7/8/8.1 & 10.

Both 32-bit and 64-bit client computers with at least 2GB memory (4GB is recommended) are certified to operate with VSI 3.1 application software.

RecTrac 3.x Notebook/Desktop Monitor Recommendation:

While not a requirement, VSI recommends a monitor with 1920 x 1080 resolution to improve the screen display appearance and to minimize the need to use scroll bars.

Vermont Integration Client (VIC)

In order to use hardware peripherals (Cash drawers, printers, Card Readers, etc...) the Vermont Integration Client (VIC) must be installed on the workstations to which these peripherals will be linked.

Internet Access – VSI recommends that each location with clients utilizing the hosted RecTrac application have bandwidth capacity of at least 3Mbps up and 3Mbps down, with a latency of under 80ms to the hosted application. The actual bandwidth utilized can vary depending on the types of transactions and the types of data used per client, however the above recommendations should be sufficient to handle between 5-8 clients processing a typical workload. The bandwidth capacity at a location can be substantially impacted by other traffic, such as streaming video/music, VOIP, general internet usage, other applications, etc.... It is important to note the 3mbps recommendation assumes dedicated bandwidth. While the above is our recommended bandwidth, acceptable performance has been realized in some cases with as a little as 1Mbps up and 1Mbps down, and latency under 80ms. If planning to use the system at locations that do not meet the recommended bandwidth please contact us to arrange access to a demonstration version of the software so you can test the processes which will be used at these locations to determine if system speed is acceptable.

Certified Operating Systems
& Client Hardware – VSI Hosted
As of 09/06/2016

To verify your connectivity to the Internet, VSI recommends the use of a speed test tool such as speedtest.net. To verify latency to our data centers, please ping the following URLs:

admin1.vermontsystems.com (east data center)
admin2.vermontsystems.com (west data center)

VSI RecTrac 3.1 Software – Client Recommendations
This document pertains to all customers.

> **Note:** RecTrac, GolfTrac, CYMTrac, WebTrac, & PayTrac 3.1 software was released on December 1, 2014. The recommendations below represent our best estimate for client configurations based on current testing. We will refine these recommendations, as we gain experience. Please contact VSI at any time to confirm that you have the most up-to-date guidelines prior to the purchase of any new hardware.

Client Operating System Requirements
Workstations with Peripheral Hardware
A computer with peripheral hardware, such as (but not limited to) a Cash Drawer, Receipt Printer, Bar Code Reader, Magstripe Reader, or Touch Screen Monitor requires Windows 7/8 or Windows 10 using 32-bit or 64-bit computers or Windows 8.1/10 using 64-bit computers. Workstations with peripheral hardware also require installation of Vermont Integration Client (VIC, the peripheral hardware management tool for RecTrac). VIC must be installed using Internet Explorer 10 or greater. Once VIC is installed, workstations can use current versions of Mozilla Firefox or Google Chrome, as well as Internet Explorer 10 and 11, and Microsoft Edge to run the RecTrac application on a day-to-day basis. In order to link profiles at the Workstation Level, the network must be setup to allow Reverse DNS lookup.

Mobile Devices and/or Workstations without Peripheral Hardware
Mobile Devices and workstations without peripheral hardware can use Internet Explorer 10 and 11, and Microsoft Edge, as well as current versions of Firefox, and Chrome, Apple iPhone & iPad with iOS 5 or higher and Safari, Android 4.0 or higher (Ice Cream, Sandwich, Jelly Bean), Web Browser (HTML5/CSS3/JavaScript); and Windows 7, Windows 8/8.1, and Windows 10. **Both 32-bit and 64-bit client computers with at least 2GB memory (4GB is recommended) are certified to operate with VSI 3.1 application software**

LAN/Internet Access – VSI recommends that each location with clients utilizing the RecTrac application have bandwidth capacity of at least 3Mbps up and 3Mbps down, with a latency under 80ms to the application server. The actual bandwidth utilized can vary depending on the types of transactions and the types of data used by client. However, the above recommendations should be sufficient to handle between 5-8 clients processing a typical workload. The bandwidth capacity at a location can be substantially impacted by other traffic, such as streaming video/music, VOIP, general internet usage, other applications, etc....So it is important to note the 3mbps recommendation assumes dedicated bandwidth. While the above is our recommended bandwidth, acceptable performance has been realized in some cases with as a little as 1Mbps up and 1Mbps down, and latency under 80ms. If planning to use the system at locations that do not meet the recommended bandwidth minimum, it may be necessary to process test application transactions to determine if system speed is acceptable.

VSI 3.1 Software & Progress 11.3 OpenEdge – On Premise Server Recommendations

This section pertains to Customer-hosted on premise servers and network. This section is not applicable if VSI is providing Full Hosting services.

Typically, two (2) total servers are recommended for a RecTrac/WebTrac/PayTrac installation. **These servers must be running a 64-bit version of the Windows 2008 R2, 2012, or 2012 R2 operating system.** In the chart below, the "Database Server" will run the RecTrac Database, AppServer, and Transaction Server components. The "Web Server" is needed to run WebTrac and/or Mobile RecTrac and/or Mobile WebTrac, as well as to provide WAN access to 3.1 browser clients.

The Database Server and WebTrac Server can operate as virtual servers on the same physical server hardware or on separate physical hardware servers.

Certified Operating Systems
Client & Server Hardware – On Premise
As of 09/06/2016

Vermont Systems
Recreation & Parks Software

VSI 3.1 & Progress OpenEdge 11.3 Supported 64-Bit Platforms:

Database/Transaction Server Requirements	WebTrac Web Server Requirements
Microsoft Windows 2008 R2, 2012, 2012 R2	Microsoft Windows 2008 R2, 2012, 2012 R2

Note: 97% of VSI customers currently use a Windows web server.

VSI develops its' application software using the Progress OpenEdge software that includes Client Networking; Query/Results; Personal, Workgroup, & Enterprise RDBMS (embedded database) with RDBMS support for 4GL, SQL, ODBC Wire protocol v5.3, JDBC Drivers Type 4 v3.7, and Enterprise Cluster Manager Integration; and, OpenEdge Application Server, Basic and Enterprise Editions. Optional software includes OpenEdge Replication, Management, Transparent Data Encryption, and Name Server Load Balancer.

Server Recommendations by Number of User Licenses

Number of Licenses		Database Server Recommendations	WebTrac Server Recommendations
1-15	Processors	8-12	4+
	RAM	8+ GB	4+ GB
	Initial Hard Drive Space	40 GB	1 GB
	Hard Drive Space for Growth	75 - 250 GB	2 - 5 GB
16-39	Processors	12+	4-8
	RAM	12+ GB	4+ GB
	Initial Hard Drive Space	40 GB	1 GB
	Hard Drive Space for Growth	100 - 300 GB	5 - 10 GB
40-70	Processors	20+	8-16
	RAM	16+ GB	4-8 GB
	Initial Hard Drive Space	40 GB	1 GB
	Hard Drive Space for Growth	150 - 350 GB	10 -15 GB
70+	Processors	20-32	8-16
	RAM	16+ GB	8+ GB
	Initial Hard Drive Space	40 GB	1 GB
	Hard Drive Space for Growth	150 - 500 GB	10 -15 GB

Note: VSI offers Load Testing services to simulate traffic in your environment. If interested, please contact VSI Sales for a quote. In specific circumstances, VSI can configure the Database, AppServer, and Transaction server's components to run on separate servers. Since this is an atypical configuration, please contact a VSI technician to discuss the pros and cons, if interested.

Progress WebSpeed Transaction Server w/25 Agents/Web Server Memory Requirements for WebTrac – Generally, each WebSpeed agent requires about 250MB of memory, so 25 agents will require about 6.25GB of memory for processing during peak periods. Disk space needed has been included in the chart above. Please refer to VSI WebTrac Installation Planning Guide for more details.

Web Server Only Requirements – Progress and VSI software, will require up to 2GB disk space on your web server. Web server processor speed is critical to WebTrac performance. Based upon WebTrac system usage, processing requirements will vary greatly on the Web Server(s). VSI recommends that your Web Server environment be scalable for peak/heavy use periods, so that additional processor resources can be applied when necessary. Please contact VSI to discuss Web Server requirements.

Bandwidth Recommendations for Online Registrations - The amount of bandwidth needed for a large online registration varies based on the content of the pages (images, search options), what part of the system the patrons are using, settings in the RecTrac database, and other network/infrastructure configuration. *For Example: If you expect to have 1500 households to be online in a 15 minute span, you could expect 200mb-250mb of bandwidth to be used at peak.* Once the initial wave of registrations has finished, less bandwidth should suffice.. VSI recommends a minimum of 50mb for small (fewer than 100 households) registrations. Bandwidth plans that allow you to burst during peak registration times are best, but if a plan that allows for bursting is not available then purchase sufficient bandwidth to handle the peak. Upstream or Upload bandwidth is the important element versus Download. Having a 3rd party load test your system is a good idea if you have concerns regarding bandwidth.

Disk Format

VSI recommends formatting disk drives as NTFS rather than FAT32 because of file handling limitations of FAT32.

Small LAN Networks

If only 2 or 3 workstations in a small LAN network, you can optionally install the VSI software and database on a Windows 7 or Windows 8 or Windows 10 workstation. VSI RecTrac, GolfTrac, CYMTrac, and WebTrac 3.0 software applications are NOT certified to operate using Microsoft Small Business Server and Foundation Server.

Database Backups

Be sure to include the appropriate databases in the automated backups that should include Progress online backup, daily magnetic media backup including network disk drives, and optionally an online backup.

SMTP

SMTP email is required to send email from the RecTrac application. The SMTP relay needs to be allowed on the RecTrac/application servers.

VPN Connections and Reverse DNS Lookup

Note that in order to use some features that require a client "Workstation name," the server(s) needs to be able to perform a successful reverse DNS lookup by client IP address to discover the workstation name. Without this, RecTrac Profiles may not be recognized at the workstation level. Often by default, clients that connect thru a VPN connection will need manual configuration at the local site to accommodate this type of lookup.

If the VIC profile is linked at the Defaults level, this requirement is not mandatory.

RAID

If you expect high transaction volume involving extensive reads/writes to disk, Progress recommends RAID 1 or 1+0 (Mirroring & Striping) for best database performance. However, if you expect light volume read/writes to disk, but high volume read only for inquiries and reports, RAID 5 works well.

Certified Operating Systems
Client & Server Hardware – On Premise
As of 09/06/2016

Progress 11 Server Virtualization Software Support & Certification Policies

Application Virtualization software support and certification policies: Application Virtualization Software such as Citrix Metaframe, Citrix Presentation Server, HOBLink, VMware, and MS Windows Terminal Server are products that provide an abstraction layer that decouples the physical hardware from the „guest" operating system to deliver greater IT resource utilization and flexibility. Progress OpenEdge provides full support with Application Software environments. The versions noted on the list below indicate support for the entire "family" of releases within the version. For example, support for "Citrix XenApp 6.x" extends to all Version 6 releases of XenApp and is not limited specifically to any particular one. With this in mind, here are the minimum supported vendors and versions of virtualization technologies:

Microsoft Hyper-V Server 2008
Microsoft Hyper-V Server 2012
VMware ESX/ESXi 3.5
VMware vSphere v4.x (ESX 4.x/ESXi 4.x)
VMware vSphere v5.x (ESX 5.x/ESXi 5.x)

RecTrac 3.x Notebook/Desktop Monitor Recommendation:

While not a requirement, VSI recommends a monitor with 1920 x 1080 resolution to improve the screen display appearance and to minimize the need to use scroll bars.

Software Training & Support Methods

VSI provides a wide range of supporting documentation for its family of products. The preferred delivery method is digital rather than hard copy, though with the exception of training videos, all information can be printed, if desired. Below is a list of the help and documentation methods utilized by VSI. In many instances there is a link among these methods that allows a user to start with On-line help from within a product and end up in a Topic Document or Training Video that discusses the process more fully. We have tried to link related docs, when applicable, to assist with continuity of thought.

On-line Screen Level Help - every process, screen, and field is defined in a context-sensitive help routine. For example if a user is in the middle of Global Sales and hits the "?" icon, the user will be brought to an overview of Global Sales followed by detailed field listings and examples of how Global Sales can be used. This On-line Help is tailored automatically to the content of a user's screen. If a screen has been customized or altered, the Help automatically adjusts to ensure it always matches a user's unique screen content and order.

Embedded Field Level Help - every screen has an "i" info icon. Clicking this icon enables an info icon next to each field. When you mouse over this info icon a tool tip will appear with field level details and examples, when applicable, of how that field might be used. Links within the mouse over are not click-able. This is a limitation of current HTML tip tool functionality. All links within the Help are click-able from the On-line Screen Level Help discussed above.

Help Customization - customized content can be added to the Screen and Field Level help. The custom content can be easily managed from within the application allowing users to tailor their embedded help to meet their specific needs and procedures.

Topic Documents - a number of procedures, such as End-of-Shift and Menu Management, have been detailed in a step-by-step document that begins with a description of the process and ends with detailed instructions for feature implementation. Topic Documents focus exclusively on one subject and take the user through each step in the implementation of that function. Topic Documents are integrated into the Online Help and Knowledge Base. They are also available to users on the VSI website and through our Customer Support department.

Training Videos - training videos are much like Topic Documents but use a visual approach to better understand a particular feature. One good example of this is the initial 3.1 Overview Video. In this 10 minute video, we highlight the new screen widgets, such as DataGrids, and review some new vocabulary. Content is confined to a specific topic and video lengths are limited to 8-12 minutes to keep interest piqued.

Knowledge Base - the Knowledge Base is accessible on the VSI website and provides an easily searchable database of Problems and Solutions. Searching the Knowledge Base provides a user with solutions that have been curated from our Customer Support database. Knowledge Base entries are integrated with both On-Line help and Topic Documents via click-able links which are embedded in the Knowledge Base any time a help entry or topic document is relevant to the Knowledge Base content.

Installation Planning Guide (IPG) - the IPG is used to introduce a customer to the various tables and records used as the building blocks for the RecTrac application. The focus of this manual is to guide customers in the utilization of best practices for application configuration. For example, one section of the IPG covers the Activity Code setup in which each letter or number in the Activity Code should have some significance. The first position might be the season, the second and third might be the location, the fourth might be the age group, the fifth and sixth might be the program type and the seventh and eighth might be the unique program number. Following the code convention consistently for all programs offered by your department will ensure that like programs can be grouped together for reporting and sorting purposes.

Data Dictionary - the data dictionary is available to users who wish to write custom reports using third party programs and/or who are interested in learning the relationships of tables, fields, and joins within the RecTrac database.

Software Training & Support Methods Cont'd

Topic Diagrams - there are a number of applications, such as Access Control and Credit Card processing, for which a diagram best illustrates how a process functions. In cases where a diagram is more helpful than a narrative, we have taken this approach to demonstrate the flow of a transaction through both hardware and software channels.

Pre and Post Update Steps- Prior to every minor version/build update (updating from 3.1.03.yy to 3.1.04.yy, for example) or major version database upgrade (upgrading from 3.1.xx.yy to 3.2.xx.yy for example), VSI publishes a set of pre-upgrade steps to ensure that the system is prepped correctly to receive the most recent update. The second half of this document is dedicated to any necessary post-update steps. In many cases with minor version/build updates, there are nominal pre/post update steps. However, it is very common to have a number of steps linked to a major version database upgrade.

Program Modifications Listings - along with every minor version/build update, VSI publishes a Program Modifications Listing document that lists each significant change made to the programs in that release. This document is available on our website, along with the program update executable with which it is associated. All Program Modifications documents for the current major version are linked in the Online Help.

System Requirements- as part of the sales process we provide a number of documents that describe VSI Sales & Support Policies, Certified Operating Systems; Recommended Hardware; Hosting Services Feature Checklist; Hosting Services Data Center Security & Other Attributes, Hosting Services Diagrams, and Electronic Payment Card & check Options.

Screen Help Example

**Vermont
VSI Systems**
Recreation & Parks Software
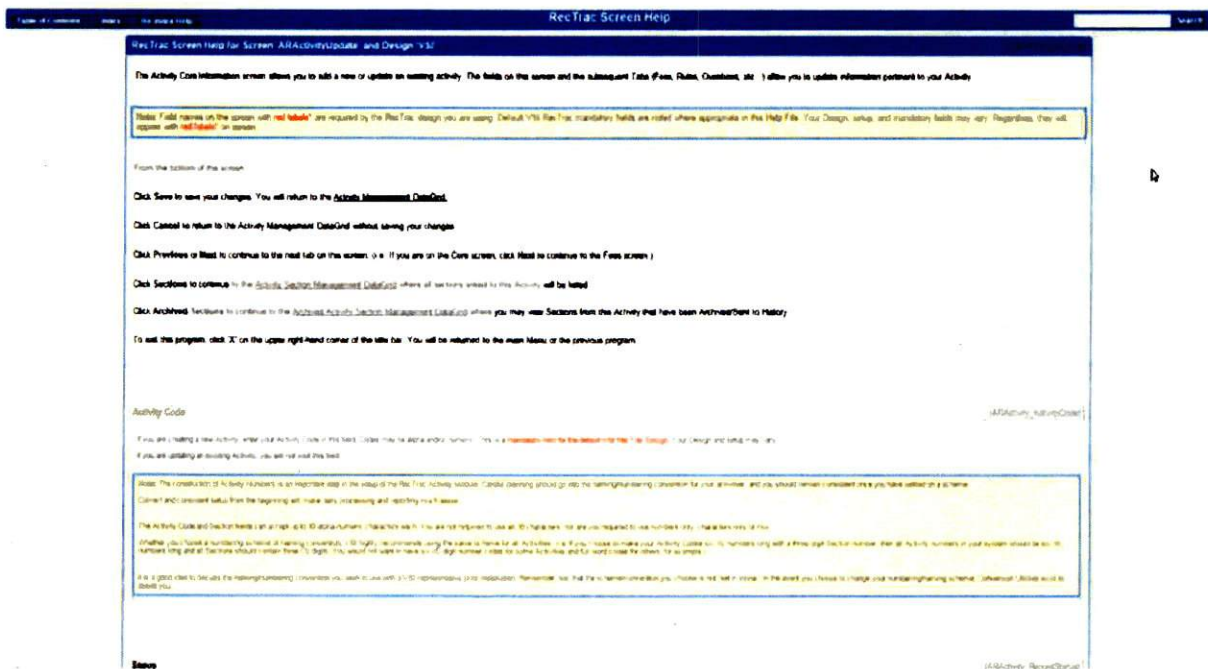
Software Training & Support Methods Cont'd

Field Level Help with Customization
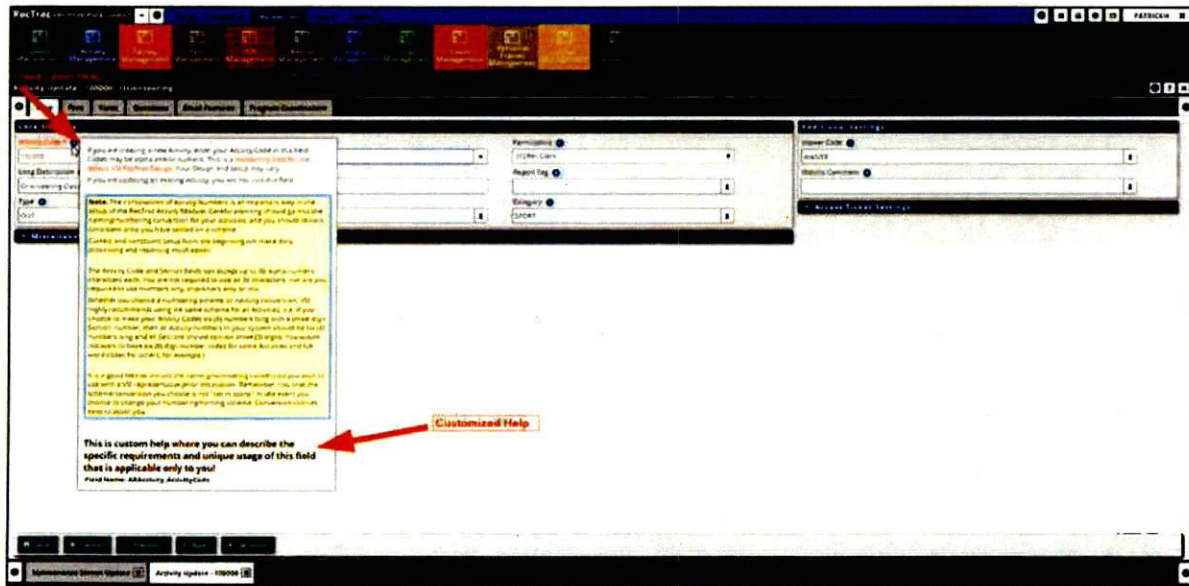
RecTrac Topic Document as linked in the Online Help
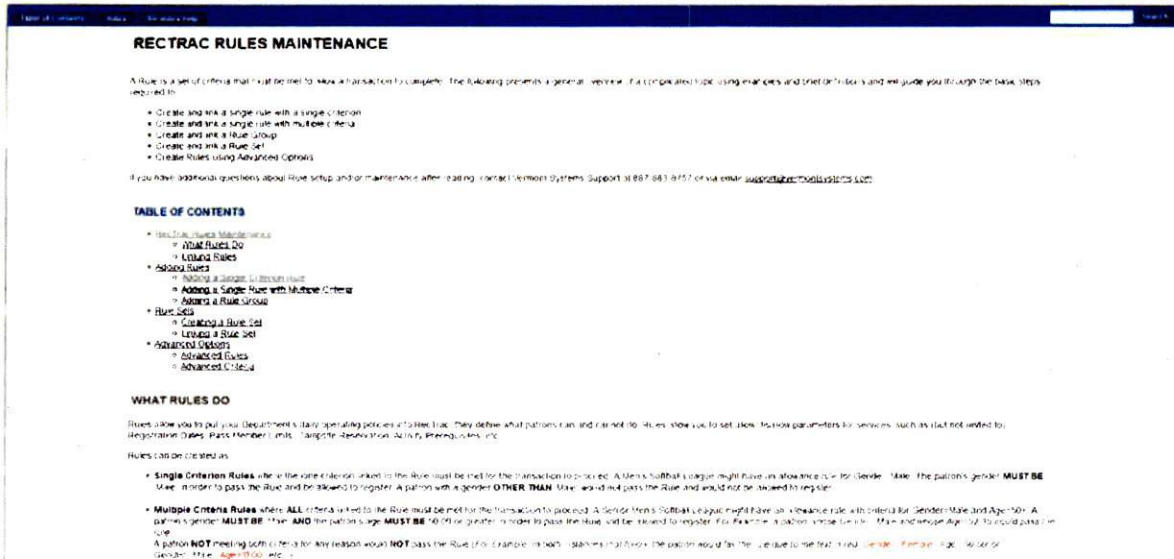
Vermont Systems

Software Implementation and Training

Customer Service and Project Administration is a critical part of any successful installation. Vermont Systems will assist you through the planning and installation phase of the Project. VSI uses Teamworks, Project Management Software, to plan all phases of your installations by base and region. Teamwork Projects allows VSI and our customers to manage the numerous tasks involved in an implementation project, keeping them organized and ensuring everyone involved is accountable for the tasks delegated to them. Using project management software encourages collaboration with our customers and among VSI staff engaged in a project providing everyone with a consistent and easily accessible view of the tasks. The process and software used enables communication, document sharing, clearly defined timelines, milestones, and outstanding items. Customers are able to easily see what has been completed, what is due to be completed, and can monitor the entire process. The use of project management software promotes tracking progress, staying on schedule, providing a snapshot of where the project as a whole stands, and gives everyone involved at any level a view into the progress. The management of a software implementation project is a joint venture between VSI and our clients, and with the Teamwork Projects software we provide the tools necessary to engage you in that process and ensure success. Those users involved with the project will receive logins so once the contract is received, the project begins. Teamworks will be used from that date straight through the Go Live date.

Onsite or Telephone Survey

For larger installations with multiple applications and sites, an onsite survey might be beneficial. While not required, our experience indicates that the benefits of an onsite survey are generally worth the cost for larger installations. However, a telephone conference call to review the results of your own survey needs will be sufficient for most new customers. Several important items covered during the survey include:

- Review/Complete the Project Planning Schedule

- Review the software with any key personnel who will be involved in reviewing the Installation Planning Guide and preparing for the installation and training.

- Conduct a survey of each workstation to verify/determine exactly what peripheral hardware is required – cash drawers, barcode/magnetic stripe readers, cameras, ID card printers, touch screen monitors, and all-in-one touch screen computers, etc. This will include any current hardware that you plan to use with the new system, if compatible.

- Review networking and verify connectivity to all workstation locations.

- Review internet access requirements for all users.

The survey will generate a list of tasks to be accomplished, by whom, and by when. Please note that conference calls are also an excellent review method.

Project Planning Schedule

Currently new installations are being planned for the second quarter of 2017. The Town staff and Vermont Systems would jointly prepare an installation schedule. This plan would list all of the functions required to complete the installation, as well as assign our respective responsibilities including hardware, systems software, cabling/network, application software, delivery, training, etc. Upon receiving your approval, VSI would ship the RecTrac Installation Planning Guide. As your staff prepares for the installation, they will consult with VSI at any time via the toll free numbers regarding any issues that may arise. Prior to on-site training, VSI will install and configure the RecTrac, WebTrac, and PayTrac software on VSI database servers at one of its two data centers. This will include an empty live database that will be ready for the onsite training, as well as a second demonstration database that will be available to your staff at any time to become familiar with software prior to and during the onsite training. VSI will send a User ID and Password to access both databases.

Vermont
VSI Systems

Software Implementation and Training-Cont'd

Project Staff Assignments

An installation team will be assigned to your account based on the services being provided. In your case, the team will consist of a VSI Sales Manager, a Customer Support Manager, and the designated on-site Trainer. They will coordinate VSI responsibilities, as well as assist you with the implementation of the installation plan. They will also arrange for any other VSI assistance required. The trainer will be assigned following the acceptance of our proposal.

We highly recommend that the Village of Key Biscayne designate a 'RecTrac Administrator'. This person should be a decision maker who is very familiar with your day-to-day operations. Initially, the VSI Trainer will work closely with the RecTrac Administrator and other key personnel.

Training

Your IS and Finance personnel are welcome to attend any training given. As a minimum, it is very important that the Trainer work with IS for a few hours to review database management functions. We assume the IS personnel would not need to be proficient in the day-to-day application functions. The pricing proposal section includes multiple days of on-site service, including sufficient time for the minimal IS staff training that is suggested.

For a large number of users, VSI generally recommends the "Train-the-Trainer" approach, whereby, the VSI trainer trains your key personnel who then train the end users. You may find that VSI Trainer time is spent most effectively with smaller groups, but we are willing to train your staff as desired. While our standard training hours are 8am to 5pm, we are very flexible. Please note that there is a cost adjustment for training beyond a normal workday or on weekends.

From experience, we have found that initially it is very effective to work with the key personnel only to set up the database parameters, make policy decisions, and review all the file maintenance functions. The VSI Trainer will ensure that you know how to enter the data, then move on to other functions. Your key personnel will guide your staff through the process of finishing the data entry that might include programs, facilities, memberships, comment codes, fees, rules/regulation letters, user/demographic codes, financial codes, etc. The trainer would also make sure all the peripheral hardware was installed and operational. If the training is to be split between two (or more) trips, the trainer will return in 2-3 weeks, after the data entry has been completed and the database is ready for end user training. The schedule can be modified based on your needs. If all of the training is to be completed in one trip, then the VSI Trainer will use the remaining days to provide daily processing, inquiry, reporting, and period end training. Regardless of the number of days quoted, only those training days used will be billed.

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Tasks Report

New Install 3.1 - Template — ⌐ ⌐

Generated: Apr 20 2016 11:00AM

Implementation – RecTrac Go Live

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Finish Data Entry		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• GL Accounts and Cost Centers		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Users		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Facilities		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Activities		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Pass		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• POS		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Tickets		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Rental		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• League		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Trip		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Court		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Personal Trainer		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Locker		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Golf		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Enter Households if did not do Household Import		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Enter Facility Reservations (Made before RecTrac)		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
• Verify GL and Refund Interfaces		06 Aug (2015)	Assigned C.|Assigned T.	Cullen B.		0%	Late (Not started)
Make Activity Reservations		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Test Facility Tree		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Finish Installing VIC at each site		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)

Are all profiles linked? Peripherals, location, visit, touch, etc.		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Setup and Test all Hardware		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Train Staff		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Credit Card Testing		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)

Implementation – WebTrac Go Live

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Load Testing		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
New HH Creation Test		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Credit Card Testing		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Receipt Email		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Receipt retrieval via My History		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Test all Splash Page Links		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)
Password Reset Testing		06 Aug (2015)	Assigned C.|Assigned T.	April L.		0%	Late (Not started)

Tasks to Complete Before Next Visit

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Finish loading GL		06 Aug (2015)	Assigned C.	John W.		0%	Late (Not started)

Software Maintenance Support

Our customers receive one major application database and program update every other year, along with multiple program only updates every 6-8 weeks. The major release is scheduled for November/December, since this period appeals to many customers. However, each Customer decides its' own upgrade schedule. We also provide our customers, as well as new prospects, with online access to the live software with demonstration data on the VSI web site to enable them to review the latest release. This allows for unfettered access to the entire system. The goal is to avoid surprises, to the extent possible.

Software Warranty Period – Vermont Systems' software is warranted to operate as specified in the User Reference Manual and as in the "live" demonstration software which is available for review. Further, the warranty covers each upgrade in the same manner. If Licensed, the warranty will be extended indefinitely provided that the annual maintenance and support fees are paid each year in advance, or that the monthly SaaS fees are paid by the first day of each month. The Software license and annual maintenance fees are priced separately.

Software Maintenance Service - Software Error Correction Procedures - If a user encounters a software use problem, the customer (Point-of-Contact) can either call the toll free (CONUS) VSI support number to discuss the problem with a support person or initiate a Support Ticket on the VSI web site at www.vermontsystems.com. Either way, the VSI support person will assist the Customer to determine that the problem is either operational or a bug in the software. If operational, the support person will assist the user to resolve the problem. If the problem appears to be a programmatic, the support person will test to verify. If the bug is verified, the support person will enter a software repair request, and submit it to the VSI programming staff for repair. The programmer will correct the problem and submit it to the VSI Quality Assurance staff for testing. If the updated program(s) pass the testing phase, they will be included in the next software Build release, added to the Modification Listing, and made available on the VSI FTP site for downloading. VSI notifies all hosted customers that it has scheduled the software update with the latest Build during off hours.

Customer Support – Please see the VSI Sales & Support Policies document for details. Standard 800 telephone support hours are 8am to 8pm EST, Monday-Friday; Pager support hours are from 8pm-10pm M-F and 8am-5pm Sat, Sun, and Holidays; and, Support Tickets can be entered on 24/7 basis. While a high percentage of VSI support calls are handled as they are received, most other calls and support tickets are acknowledged within one to two hours. Pager calls are returned within 15 minutes. VSI provides a critical call line to handle those issues that require immediate assistance. While any authorized individual may call our support line, you will find it more efficient to process your calls through your RecTrac Administrator. As a result, many of our customers prefer the central contact approach.

Installation and Cost of New Releases - The cost of all new releases is included in the annual maintenance fee or the monthly SaaS fee, which are listed in the pricing section. All new customer hosted releases are fully automated, so the user simply follows the upgrade instructions which accompany the upgrades. VSI updates all software for hosted customers.

Enhancement Design and Implementation - VSI accepts Enhancement Requests via Support Tickets from all customers and periodically reviews the requests and tracks them by application, by module, by customer using an Enhancement Request Log. While we make a great effort to satisfy each user's requests, we do have to be careful to maintain a quality product. Each enhancement request is evaluated to determine: 1) How many other customers have made the same request? 2) Will the enhancement benefit other customers and have broad appeal? 3) Will it require a database change and program change or program change only? 4) Which release will contain the enhancement?

Software Reporting Options - The proposed RecTrac V3.1 software includes many standard reports, each with multiple print options and selection criteria by report. In addition, the standard software includes a powerful, integrated report writer to enable the users to generate any number of custom reports. If desired, customers can use third party report writers to access the ODBC compliant VSI application database.

Support Activities/User Groups – Our customers are the primary source of new enhancements, and therefore, a vital part of our research and development. We attempt to maintain open communications with our customers through a variety of means. These include attending over 35 national, regional, and state recreation conferences, newsletters, our website, technical bulletins, toll free phone access, and user group meetings. We have determined that state or regional user group meetings benefit more customers at a lower cost.

Vermont
VSI Systems

Cost Proposal

Vermont Systems is proposing our **RecTrac**, Recreation Tracking Software, as the primary application for the Village of Key Biscayne. Pricing for all proposed Vermont Systems solutions is included in this section. RecTrac software licensing is based on concurrent system users, and we have based the pricing on 10 Users. Additional users may be added at any time to the software license. The onsite training and installation services quote includes 10 days plus travel expenses for **RecTrac**, **Photo Id**, and **PayTrac**. The **WebTrac** quote includes 5 days for installation and training plus travel expenses. It is always beneficial to budget for sufficient training, as this is a critical component of any successful installation. We have included the following detailed quotes:

Quote # 61576

Summary Pricing Page

RecTrac and **Progress OpenEdge** software consisting of Activity Registrations, Facility Reservations, Pass Management, League Scheduling and Point of Sale, along with the required Systems Administration module. The Incident Processing and Reporting module is included at no charge. The quote includes 10 concurrent users and also includes an estimated 10 days of on site training plus travel expenses and the General Ledger Interface.

Photo ID integrated software and hardware for producing ID cards. We have included 1 camera, 1 printer, and 1 barcode reader. Actual items and their quantities are to be determined.

WebTrac and **Progress OpenEdge** software for internet Activity Registrations, Facility Reservations, Pass Management, League Scheduling and POS. This quote includes 5 days training and expenses along with the premium splash page and first stylesheet service.

PayTrac - the standard external redirect interface fee for processing credit cards and accepting payments via the internet has been listed.

Sample Hardware - we have included some hardware items that may be of interest to The Town. Further discussion is needed to determine actual hardware items and their quantities.

Quote # 61577

VSI Hosting Services - This quote provides the cost to have VSI host its database at our data centers rather than on Village servers. Section 6 of our response details the service levels.

Three year cost with silver level hosting services:

Year 1: $85,654 (actual hardware TBD)

Year 2: $18,682 (assumes possible 3% increase)

Year 3: $19,242 (assumes possible 3% increase)

Total: $123,578

Vermont
VSI Systems

Vermont Systems
Recreation & Parks Software

Description:	**RFP Quote**
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name:	**Todd Hofferberth**
Contact Email:	
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**

Phone Number:	**(305)365-8901**
Fax Number:	
Quote Date:	**02/15/2017**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
RecTrac - Workgroup Multi-User Software				
Application Software	$15,750.00	$3,110.00	$0.00	$18,860.00
Progress OpenEdge Software	$3,150.00	$622.00	$0.00	$3,772.00
VSI-Add-Ons	$1,500.00	$300.00	$0.00	$1,800.00
Support Services - Training & Expenses	$14,150.00	$0.00	$0.00	$14,150.00
Total RecTrac:	$34,550.00	$4,032.00	$0.00	$38,582.00
ID Systems - Workgroup Multi-User Software				
Application Software	$1,080.00	$190.00	$0.00	$1,270.00
Progress OpenEdge Software	$216.00	$38.00	$0.00	$254.00
ID Card Hardware	$2,360.00	$0.00	$59.00	$2,419.00
Barcode Readers	$335.00	$0.00	$13.00	$348.00
Total ID Systems:	$3,991.00	$228.00	$72.00	$4,291.00
WebTrac - Basic Edition				
Application Software	$12,825.00	$2,565.00	$0.00	$15,390.00
Progress OpenEdge Software	$2,565.00	$513.00	$0.00	$3,078.00
VSI-Add-Ons	$2,250.00	$0.00	$0.00	$2,250.00
Support Services - Training & Expenses	$7,075.00	$0.00	$0.00	$7,075.00
Total WebTrac:	$24,715.00	$3,078.00	$0.00	$27,793.00
PayTrac - Workgroup Multi-User Software				
Application Software	$3,000.00	$600.00	$0.00	$3,600.00
Total PayTrac:	$3,000.00	$600.00	$0.00	$3,600.00
Hardware - (VSI Qualified)				
Printers	$265.00	$0.00	$13.00	$278.00
Cash Drawers	$175.00	$0.00	$24.00	$199.00
Payment Card Readers	$695.00	$0.00	$16.00	$711.00
Total Hardware:	$1,135.00	$0.00	$53.00	$1,188.00

Vermont Systems
Recreation & Parks Software

Please See Detail Breakdown
on Following Pages

Description:	**RFP Quote**
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name:	**Todd Hofferberth**
Contact Email:	
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**

Phone Number:	**(305)365-8901**
Fax Number:	
Quote Date:	**02/15/2017**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
VSI TOTALS				
Application Software	$32,655.00	$6,465.00	$0.00	$39,120.00
Printers	$265.00	$0.00	$13.00	$278.00
Progress OpenEdge Software	$5,931.00	$1,173.00	$0.00	$7,104.00
Cash Drawers	$175.00	$0.00	$24.00	$199.00
ID Card Hardware	$2,360.00	$0.00	$59.00	$2,419.00
Barcode Readers	$335.00	$0.00	$13.00	$348.00
Payment Card Readers	$695.00	$0.00	$16.00	$711.00
VSI-Add-Ons	$3,750.00	$300.00	$0.00	$4,050.00
Support Services - Training & Expenses	$21,225.00	$0.00	$0.00	$21,225.00
Grand Totals:	$67,391.00	$7,938.00	$125.00	$75,454.00

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont Systems
Recreation & Parks Software

RecTrac Workgroup Multi-User Software
Recreation Tracking Software
VSI Quote Number: 61576
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description:	**RFP Quote**	
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**	
Contact Name:	**Todd Hofferberth**	Phone Number: **(305)365-8901**
Contact Email:		Fax Number:
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**	Quote Date: **02/15/2017**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
		Application Software			
1	Each	Activity Registration (V-RT-MU-AR)	$2,750.00	$2,750.00	$490.00
1	Each	Facility Reservations (V-RT-MU-FR)	$2,750.00	$2,750.00	$490.00
1	Each	Pass Management (V-RT-MU-PM)	$2,750.00	$2,750.00	$490.00 1
1	Each	Point-of-Sale/Inventory Control/Tickets (V-RT-MU-PS)	$2,750.00	$2,750.00	$490.00 2
1	Each	League Scheduling (V-RT-MU-LS)	$1,950.00	$1,950.00	$350.00
1	Each	Incident Processing and Reporting (V-RT-MU-IC)	$0.00	$0.00	$0.00
1	Each	Systems Administration (required) (V-RT-MU-SA)	$400.00	$400.00	$400.00 3
8	Each	Additional Users Over 2 (concurrent) (V-RT-MU-AU)	$300.00	$2,400.00	$400.00
		Total Application Software:		**$15,750.00**	**$3,110.00**
		Progress OpenEdge Software			
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	$3,150.00	$3,150.00	$622.00 4
		Total Progress OpenEdge Software:		**$3,150.00**	**$622.00**
		VSI-Add-Ons			
1	Each	RecTrac General Ledger Interface (V-RT-IN-GL)	$1,500.00	$1,500.00	$300.00 5
		Total VSI-Add-Ons:		**$1,500.00**	**$300.00**
		Support Services - Training & Expenses			
10	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	$770.00	$7,700.00	$0.00
2	Day(s)	Travel Time (X-S-TNG-09)	$375.00	$750.00	$0.00
10	Each	Travel Expenses - per day (estimated) (X-X-EXP)	$330.00	$3,300.00	$0.00 6
2	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	$1,200.00	$2,400.00	$0.00
		Total Support Services - Training & Expenses:		**$14,150.00**	**$0.00**

Total Software, Hardware and Support Services	**$34,550.00**	**$4,032.00**
Grand Total - RecTrac:	**$38,582.00**	

* NOTE: Shipping is FOB - Origin   (Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont Systems
Recreation & Parks Software

ID Systems Workgroup Multi-User Software
Pass Management Photo/Plastic Photo ID Card System
VSI Quote Number: 61576
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description:	**RFP Quote**			
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**			
Contact Name:	**Todd Hofferberth**	Phone Number:	**(305)365-8901**	
Contact Email:		Fax Number:		
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**	Quote Date:	**02/15/2017**	

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
		Application Software				
1	Each	Pass Mgmt ID Integration - Photo ID Card/Biometric (V-RT-MU-PMI)	$1,080.00	$1,080.00	$0.00	$190.00
		Total Application Software:		$1,080.00	$0.00	$190.00
		Progress OpenEdge Software				
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	$216.00	$216.00	$0.00	$38.00 4
		Total Progress OpenEdge Software:		$216.00	$0.00	$38.00
		ID Card Hardware				
1	Each	P3500s 1-Side ID Card Printer, Ethernet/USB 18spc (H-PID-PL-11)	$1,750.00	$1,750.00	$21.00	$0.00 7
1	Each	Polaroid P3500s ID Card Printer Cover (H-PID-PL-11-X-CV)	$35.00	$35.00	$4.00	$0.00
2	Each	P3500s/P5500/P3000/P4000 Color Ribbon 500 C/R (S-PID-PL-13)	$175.00	$350.00	$12.00	$0.00 8
1	Each	Microsoft LifeCam Studio Camera, Auto Focus, 1080p (H-PID-MS-01)	$85.00	$85.00	$11.00	$0.00 9
1	Each	Adjustable Tripod Stand, LifeCam Camera (H-PID-MS-01-ST)	$30.00	$30.00	$5.00	$0.00
1	Each	Blank White PVC Cards- 30Mil (1000 each) (PID-PVC-C-30)	$110.00	$110.00	$6.00	$0.00
		Total ID Card Hardware:		$2,360.00	$59.00	$0.00
		Barcode Readers				
1	Each	Honeywell MK7580G 1D/2D Genesis Imager, USB Cable (H-BCR-HY-10)	$335.00	$335.00	$13.00	$0.00 10
1	Each	MK7580 Custom Configuration for VSI software (H-BCR-HY-11-X-C)	$0.00	$0.00	$0.00	$0.00 11
		Total Barcode Readers:		$335.00	$13.00	$0.00
		Total Software, Hardware and Support Services		$3,991.00	$72.00	$228.00
		Grand Total - ID Systems:		**$4,291.00**		

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont Systems
Recreation & Parks Software

WebTrac Basic Edition
Real-Time Internet Software
VSI Quote Number: 61576
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description:	**RFP Quote**
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name:	**Todd Hofferberth**
Contact Email:	
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**

Phone Number:	**(305)365-8901**
Fax Number:	
Quote Date:	**02/15/2017**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
		Application Software			
1	Each	WebTrac Internet Software, 6-15 RecTrac Users (V-WT-SU-IS-6)	$3,750.00	$3,750.00	$750.00 12
1	Each	WebTrac Activity Registrations (V-WT-SU-AR)	$950.00	$950.00	$190.00 13
1	Each	WebTrac Facility Reservations (V-WT-SU-FR)	$950.00	$950.00	$190.00 13
1	Each	WebTrac Pass Management (V-WT-SU-PM)	$950.00	$950.00	$190.00 13
1	Each	WebTrac Point of Sale/Tickets (V-WT-SU-PS)	$950.00	$950.00	$190.00 13
1	Each	WebTrac League Scheduling (V-WT-SU-LS)	$750.00	$750.00	$150.00 13
1	Each	Mobile RecTrac (V-WT-SU-MRT)	$1,950.00	$1,950.00	$390.00 14
1	Each	Mobile WebTrac (V-WT-SU-MWT)	$1,950.00	$1,950.00	$390.00 15
1	Each	WebTrac/RecTrac Sm Workgroup Agents (V-WT-SU-AU)	$625.00	$625.00	$125.00 16
		Total Application Software:		**$12,825.00**	**$2,565.00**
		Progress OpenEdge Software			
1	Each	OpenEdge Application Server & RDBMS (T-PG-SU-WB)	$2,565.00	$2,565.00	$513.00 4
		Total Progress OpenEdge Software:		**$2,565.00**	**$513.00**
		VSI-Add-Ons			
1	Each	WebTrac Style Sheet Service (V-WT-IN-SS-1)	$750.00	$750.00	$0.00 17
1	Each	WebTrac 3.1 Premium Splash Page Options (V-WT-CP-SPP)	$1,500.00	$1,500.00	$0.00 18
		Total VSI-Add-Ons:		**$2,250.00**	**$0.00**
		Support Services - Training & Expenses			
5	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	$770.00	$3,850.00	$0.00
1	Day(s)	Travel Time (X-S-TNG-09)	$375.00	$375.00	$0.00
5	Each	Travel Expenses - per day (estimated) (X-X-EXP)	$330.00	$1,650.00	$0.00 6
1	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	$1,200.00	$1,200.00	$0.00
		Total Support Services - Training & Expenses:		**$7,075.00**	**$0.00**

Total Software, Hardware and Support Services	**$24,715.00**	**$3,078.00**
Grand Total - WebTrac:	**$27,793.00**	

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont Systems
Recreation & Parks Software

Description:	**RFP Quote**	
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**	
Contact Name:	**Todd Hofferberth**	
Contact Email:		
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**	

Phone Number: **(305)365-8901**
Fax Number:
Quote Date: **02/15/2017**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
		Application Software				
1	Each	VSI Workgroup ERI Credit Card Interface (V-PT-MU-ERI)	$3,000.00	$3,000.00	$0.00	$600.00 19
		Total Application Software:		$3,000.00	$0.00	$600.00

Total Software, Hardware and Support Services	$3,000.00	$0.00	$600.00
Grand Total - PayTrac:		**$3,600.00**	

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont Systems
Recreation & Parks Software

Hardware (VSI Qualified)
VSI Quote Number: 61576
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description:	**RFP Quote**	
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**	
Contact Name:	**Todd Hofferberth**	Phone Number: **(305)365-8901**
Contact Email:		Fax Number:
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)** Quote Date:	**02/15/2017**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
		Printers				
1	Each	Star TSP143UII, 40 col Thermal, USB, Cutter (H-PRT-ST-05-U-B)	$265.00	$265.00	$13.00	$0.00 20
		Total Printers:		$265.00	$13.00	$0.00
		Cash Drawers				
1	Each	MMF Advantage 17.4Wx18.7D Dumb Drw Paint Front Blk (H-DRW-MM-11-D-BK) $175.00		$175.00	$24.00	$0.00
		Total Cash Drawers:		$175.00	$24.00	$0.00
		Touch Screen Monitors				
		Other Available Products of Interest				
		Elo 2201L iTouch Monitor 22" LCD, 1920x1080 USB Price: $535.00				
		Barcode Readers				
		Other Available Products of Interest				
		QuickScan 1D Scanner, USB, Black, 5-year warranty Price: $165.00				
		Payment Card Readers				
1	Each	Credit Card EMV (Chip & Pin) Device (H-PIN-99)	$695.00	$695.00	$16.00	$0.00 21
		Total Payment Card Readers:		$695.00	$16.00	$0.00
		Mobile Devices				
		Other Available Products of Interest				
		Honeywell Captuvo SL42 for iPhone 6 - Bar Code Price: $690.00				

Total Software, Hardware and Support Services	$1,135.00	$53.00	$0.00
Grand Total - Hardware:		**$1,188.00**	
* NOTE: Shipping is FOB - Origin		(Plus Tax Where Applicable / Includes Shipping FOB - Origin)	

Vermont Systems
Recreation & Parks Software

Description:	**RFP Quote**
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name:	**Todd Hofferberth**
Contact Email:	
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)** Quote Date:

Phone Number: **(305)365-8901**
Fax Number:
Quote Date: **02/15/2017**

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1. Standard PMP software enables (optional) capture of photo image during registration, and display of photo during Visit Check-In. You can also add the PMP ID software interface to print multi-color plastic photo ID cards.

2. In order to use the graphical touch screen option in other modules, you must also license the POS Inventory module.

3. The Workgroup System is quoted for those organizations with 2-39 concurrent users. The pricing for the actual number of licensed concurrent users is found on the RecTrac quote page under the Application Software section. Two concurrent users are included with the purchase of the first RecTrac module. Additional concurrent users are priced as Additional Users Over 2 (concurrent).

4. VSI uses Progress OpenEdge software to develop and deploy its' software applications, and also embeds the required Progress OpenEdge Enterprise or Workgroup RDBMS (Relational Database Management Software) with its' applications.

5. You can select any of the over 100 standard GL interfaces and AP interfaces at this price. If a custom interface is needed, VSI will provide a quote, after reviewing the requirements. The implementation procedures for all interfaces are as follows: The VSI trainer will select (default) the appropriate vendor interface in RecTrac/GolfTrac and show customer how to generate the batch export file that contains the summary or detailed transactions for the day (or any date range). At this point, it is the customer's responsibility to contact the financial software vendor to arrange for assistance to import the batch file for posting to the cash receipts or general ledger system.

6. The included expenses are ESTIMATED for airfare, lodging, meals, parking, tolls, and rental vehicle (for non-flying trips, car rental can be more due to tolls and gasoline usage). Actual expenses are billed after each trip. For states with Cashless Tolls, there may be a delay in billing these charges as we sometimes don't get these bills from the car rental companies until weeks after a trip is complete.

7. P3500 S 1-Side Plastic ID Card Printer, 18cps Color/5cps Mono, Ethernet/USB, Windows XP/Vista/W7/W/10 Server 2008/2012. P3500S Energy Star printer includes USB Cable, PS, 3-Year Swap Out Parts & Labor Warranty Service including Printhead. 4th year warranty does not include the Printhead and motherboard. Annual Servicing/Cleaning and Hot Swap program for those customers purchasing ID card supplies through VSI.

8. RI-PO-3-0100 P3500S/P3000/P4000 Color Ribbon, 500 Cards Per Ribbon YMCK-T (If P5500 250 Color Front/250 Color Back) Each Polaroid ribbon includes a Cleaning Roller, Cleaning Card, and Snap Swab. Visible Light and Infrared bar code readers read bar codes printed with YMCKO ribbons.

9. Microsoft LifeCam Studio, HD 8MP Res, True 1080p Sensor, Auto Focus, USB, Operating Temperature 21DF - 104DF with Humidity <5% - 80% Non-condensing. Using in hot, humid areas can damage the camera.

10. Honeywell MK7580G-2 Genesis Bar Code Imager USB Kit, 1D/2D, PDF17, Gray, Type A 3M Cable (9.5' - Cbl-500-300-S00)), Power Supply, EasyID Software, Documentation, and VSI Custom Configuration. USB keyboard emulation is standard with optional Serial or Parallel emulation. Standard keyboard emulation used to connect reader to dedicated computer. This scanner can be used for RecTrac Background Visit Check-in by configuring it for Serial Emulation using the same USB cable. This enable the computer to be used for other functions, while it is also being used to scan visitor ID cards.

11. Custom Configuration for VSI application software, so plug and play out of the box.

12. WebTrac enables your customers to process RecTrac transactions real-time using a browser via the internet.

    The WebTrac module does NOT include hosting services, which are priced separately. However, if needed VSI does offer two types of hosting services: Web Server Only or Web Server & Database. If you need Web Server Only hosting and your IT department or your off-premise web hosting vendor does'nt allow third party software to be installed on its servers, then VSI can offer Web Server Only hosting with a monthly fee, which is billed on annual basis. If you need full Web Server & Database hosting services, VSI will provide by installing your software on its servers at its TechVault data center with monthly billing.

13. WebTrac modules require respective RecTrac licensed modules in order to process web transactions.

Vermont
Systems
Recreation & Parks Software

Description:	**RFP Quote**
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name:	**Todd Hofferberth**
Contact Email:	
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**

Phone Number:	**(305)365-8901**
Fax Number:	
Quote Date:	**02/15/2017**

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14 Mobile RecTrac provides access to select staff functions using a smart phone mobile browser. The Mobile RecTrac browser is device/operating system independent. Functions such as Visit Check-In, League Scores Postings, Roster Print, Tee Sheets, and Household Inquiries are a few of the functions that are available to the staff using a smart phone. All current and future Mobile RecTrac staff related functions developed for all RecTrac modules by VSI are included in this one-time license fee, providing that the annual maintenance and support fees are paid.

Mobile Hardware Options:

1. Honeywell Captuvo SL22 iPOD Sled, SL42 iPHONE Sled, SL62 iPAD Mini Sled
There are several models available for the iPOD, iPHONE,iPAD Mini including one with magstripe reader only, one with bar code imager only, and one with both bar code imager and magstripe reader. Options for both include holsters, wrist lanyards, and battery packs. VSI is a Honeywell dealer and offers the Captuvo at prices ranging from $270 to $720 each. The iPOD,iPHONE,iPAD Mini are fully integrated with the SL22, SL42,SL62 Sleds. Each Sled also requires the DryRain browser software at $99 that is required to enable the units to communicate with RecTrac.

2. Motorola CS3050-SR10007WW with 1D Bluetooth bar code scanner - customers can purchase this unit from VSI or from another source. This unit can be linked to most smart phone devices that support Bluetooth connections.

15 Mobile WebTrac provides patron access to select functions using a smart phone mobile browser. Since Mobile WebTrac is browser based, it is device/operating system independent. Functions such as booking a tee time, enrolling in a class, viewing a calendar of events, making a payment, and displaying their pass barcode are a few of the operations that patrons will be able to access on their phone. All patron related functions that are developed for Mobile WebTrac will be available under this one license fee. In summary, Mobile WebTrac encompasses all of the functions that have been developed across all WebTrac modules.

Mobile Hardware Options: any modern smart phone with or without a bar code scanner, depending on the the application.

16 WebTrac Agents needed are provided to process WebTrac online transactions. Each Agent can service approximately 20 simultaneous requests.

17 VSI will customize the WebTrac stylesheet to match the appearance of your web site as closely as possible. After you have finalized your WebTrac page specifications, you will be asked to sign an approval form. VSI will provide the stylesheet programming services and then ask you to verify that the results match your specs. If you ask for additional changes following the completion of the initial styling then each major change request is priced at $750.00. Minor & Seasonal change requests are priced at $375.00 each.

18 The Premium Splash Page Option offers a choice of any one of 4 Premium Splash pages for 3.1 customers, and they are available on the VSI website for your review. You decide which option is best for your organization. The $1500 fee includes VSI support to assist you to implement the template on your site. This typically takes 2-4 hours. Any time over 4 hours due to change requests will be charged at $100/hour. Any design changes to the standard templates that require custom programming will be charged at $140/hour.

19 The VSI ERI (External Redirect Interface) fee applies to any of the credit card vendor options.

20 Includes power supply, power cord, auto cutter and cable. Wall mountable.

21 The specific credit card EMV (Chip and Pin) device delivered depends on the PayTrac solution you select. This line item is used as a placeholder for budgeting purposes. The different devices range in price from $500-$750.

Vermont Systems
Recreation & Parks Software

RecTrac Workgroup Multi-User Software
Recreation Tracking Software
VSI Quote Number: 61577
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description:	**Hosting Services - RFP**	
Prepared For:	**Key Biscayne Parks & Recreation, Key Biscayne, FL**	
Contact Name:	**Todd Hofferberth**	Phone Number: **(305)365-8901**
Contact Email:		Fax Number:
Approved By:	**Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)**	Quote Date: **02/15/2017**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
		Hosting Services			
1	Each	VSI Full Hosting Services - Silver, First 5 Users, Monthly (V-HS-S1)	$650.00	$650.00	$7,800.00 1
1	Each	VSI Full Hosting Services - Silver, 5 Add Users, Monthly (V-HS-S2)	$200.00	$200.00	$2,400.00 2
		Total Hosting Services:		**$850.00**	**$10,200.00**

Other Available Products of Interest

VSI Full Hosting Services - Gold, First 5 Users, Monthly   Price: $850.00
VSI Full Hosting Srvc - Gold, 5 Add Users, Mnthly   Price: $225.00
VSI Full Hosting Services - Platinum, First 5 Users, Monthly   Price: $1,050.00
VSI Full Hosting Services - Platinum, 5 Add'l Users, Mnthly   Price: $275.00

Total Software, Hardware and Support Services	**$10,200.00**
Grand Total - RecTrac:	**$10,200.00**
* NOTE: Shipping is FOB - Origin	(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Vermont
Systems
Recreation & Parks Software

Description: **Hosting Services - RFP**
Prepared For: **Key Biscayne Parks & Recreation, Key Biscayne, FL**
Contact Name: **Todd Hofferberth**
Contact Email:
Approved By: **Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)** Quote Date:

Phone Number: **(305)365-8901**
Fax Number:
Quote Date: **02/15/2017**

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1   The base Hosting Services Fee does NOT include the VSI application software and Progress software annual maintenance fees.

Prior to selecting the hosting option, we require customer to test/verify connectivity from all locations to ensure satisfactory performance. Please contact VSI Sales for additional information and scheduling, 877-883-8757 - Option #2 or email sales@vermontsystems.com.

2   The Additional User Hosting Services Fee does NOT include the VSI application software and Progress software annual maintenance fees.

Prior to selecting the hosting option, we require customer to test/verify connectivity from all locations to ensure satisfactory performance. Please contact VSI Sales for additional information and scheduling, 877-883-8757 - Option #2 or email sales@vermontsystems.com.

VERMONT SYSTEMS, INC.
SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT 10-1-16

This SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT ("Agreement"), is made and entered into on _____, by and between Vermont Systems, Inc., a Vermont corporation (hereinafter "VSI" or "Licensor", and (hereinafter "Licensee" or "Customer"), collectively referred to herein as the "Parties" or singularly "Party".

In consideration of the mutual covenants and obligations expressed herein, the Parties agree to the following:

ARTICLE 1 – Software License

1.1   VSI hereby grants the Licensee and the Licensee thereby accepts a perpetual, non-transferable, and non-exclusive right to use the Licensed Software and Related Materials, as described in the attached Exhibit B price quote. The Licensed Software includes Related Materials, such as online User Reference Manuals, Sample Reports, Installation Planning Guides, Installation Instructions, On-Line Help, and Sample Training Database with Tutorials.

1.2   VSI uses the Progress OpenEdge V11 Development software to develop its' applications and deploys using the OpenEdge Workgroup or Enterprise RDBMS (embedded database) with RDBMS support for 4GL, SQL, ODBC, JDBC, and Enterprise Cluster Manager Integration, and OpenEdge Application Server, Basic and Enterprise Editions with Replication. Therefore, Progress software with RDBMS is required to operate the application software by platform type, and pricing is included in the attached Exhibit B. The client uses a standard HTML and Java Script browser interface

1.3   The license granted herein authorizes the Customer to install the Licensed Software on the designated computer platform using one copy of the programs to support live processing, training, and disaster recovery databases without incurring additional license charges. Further, the Customer can make copies of the Licensed Software for safe keeping purposes. Article 1.3 does not apply, if VSI is providing full hosting services.

1.4   At any time, the Customer can add software and user licenses under the terms of this Agreement by paying the additional license and maintenance fees. The total number of authorized user workstations permitted to use the Licensed Software is limited to the number listed in Exhibit B pricing.

ARTICLE 2 – Annual Software Maintenance and Support Services

2.1   VSI shall provide the Customer with Software Maintenance and Software Support services for the Licensed Software in accordance with VSI standard Sales and Support Policies, as described in Exhibit A. The extent of support services being provided to the Customer are specifically listed in Exhibit B pricing.

2.2   The Annual Software Maintenance support shall include distribution of product update releases that include software repairs and enhancements subsequent to the initial purchase. Biennial software updates with database conversions will also be provided in accordance with VSI standard Sales and Support Policies, as described in Exhibit A, while periodic program only updates are available at any time on the VSI web site. If VSI is providing full hosting services, VSI will provide software installation and upgrade services and coordinate both with each Customer.

2.3   The Software Maintenance and Support fee will be billed annually, and it becomes effective on the first day of your **January 1st —, May 1st —, July 1st __, or __October 1st** fiscal year for one year. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year.

2.4   The required Software Maintenance and Support Agreement will automatically renew annually, unless the Customer notifies VSI in writing prior to the end of the fiscal year that the Customer is terminating VSI Maintenance Support. VSI reserves the right to increase the annual maintenance fees up to 3% annually, although VSI has rarely increased these fees in the past. Customers can contact VSI in advance to obtain a firm quote for the next fiscal year.

2.5   The Customer is licensed to use the VSI software indefinitely, even if it terminates annual maintenance support. The Licensee is the sole owner of its' data, whether Customer hosted or VSI hosted. If VSI hosted and the Customer terminates use of the VSI software, VSI agrees provide a copy of the database to the Customer in readable format.

_____ VSI Initials _____ Customer Initials

ARTICLE 3 – Software Training and Installation Services

3.1 Training is offered at the Customer site, at VSI (12 Market Place, Essex Junction, Vermont), and remotely based on a quoted daily or hourly rate, as described in the VSI standard Sales and Support Policies, Exhibit A.

3.2 Any training services and estimated charges for each Customer, including the number of training days, and travel, lodging, meals, and other expenses, are itemized in Exhibit B. All training dates must be mutually agreed upon by VSI and the Customer. The Customer can request a change of training dates and number of training days. However, if a change is made after travel arrangements have been completed, the Customer will be responsible for any additional costs incurred as a result of the changes.

3.3 If VSI is providing other Installation Services, such as hardware and network operating system installation and setup services, they will be listed in Exhibit B pricing, as well.

3.4 The Customer is responsible for reimbursing VSI for all reasonable expenses, such as travel, lodging, meals, and other expenses necessary to complete the training, as requested by the Customer. While the estimated out-of-pocket expenses are listed in Exhibit B, only the actual expenses will be billed to the Customer, unless the Customer requires a fixed price in advance.

3.5 VSI will honor training and other services quotes for up to 120 days, but reserves the right to modify these rates thereafter.

ARTICLE 4 – VSI Hosting Services

4.1 Web Server Hosting Service - if the WebTrac software is being licensed, it requires a web server, either in-house or hosted, to link the Customer's transaction server with the internet. If the Customer selects the VSI web server hosting service, as described in Exhibit D, for a minimum of one year, the fee will be included in Exhibit B and it will be billed annually in advance. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year. Web Server Hosting *does/does not* apply to this Agreement.

4.2 Full Hosting Services - if the Customer selects full VSI hosting services for a minimum of one year, whereby the VSI application software and Progress software are installed on VSI servers at either the Eastern or Western data center, the monthly fee for this option will be included in Exhibit B. Full Hosting Services includes web server hosting, as described in Article 4.1. Since VSI *will/will not* be providing full hosting services for the Customer, Exhibit E hosting services specifications *do/do not* apply to this Agreement.

4.3 The Full Hosting Services guaranteed rate for one year, includes the *Platinum/Gold/Silver* level services and features, as described in Exhibit F.

ARTICLE 5 – Charges and Payment

5.1 Customer On-Premise Hosted Software – if the Customer is installing the software on its own servers, the Licensed Software charges will be billed to the Customer following the initial training session, and will be due within 30 days. The initial Software License fee includes downloading the software and documentation from VSI's FTP web site. All major software upgrades with database changes are obtained the same way. Customers are alerted when program only updates become available, so that they can download at their convenience. Article 5.1 *does/does not* apply to this Agreement.

5.2 VSI Full Hosted Software: if VSI is installing the software on VSI servers at either its' Eastern or Western data center, the Licensed Software charges will be billed to the Customer when the software applications become available for Customer use, and will be due within 30 days.

5.3 VSI Full Hosting Services: the first partial month for full hosting services payment will be invoiced on the first day of the month following availability for Customer use, and all subsequent monthly payments are due on the first day of each month, unless the Customer has agreed to an annual payment in advance.

5.4 The Customer shall pay all applicable sales, consumer use, and other taxes required by law, unless it is exempt from any or all of these taxes. If tax-exempt, the Customer must provide a tax exemption certificate.

5.5 VSI will invoice the Customer for training and installation services, along with travel and other expenses, immediately following the completion of each occurrence of training or other services.

_____ VSI Initials _____ Customer Initials

ARTICLE 6 – Security of Programs

6.1 The Customer shall be solely responsible for the supervision and control of the licensed Customer hosted software to ensure that it is stored in a secure location for Customer use only and that no unauthorized and unlicensed third party gains access to it. VSI is responsible for the security of all VSI hosted software.

6.2 Under no circumstances shall the Customer be authorized to perform Reverse Engineering of the software object code, in order to illegally generate source code.

ARTICLE 7 – Warranties

7.1 VSI warrants that it has the right to license the Licensed Software, and that there are no pending liens, claims, or encumbrances against the software.

7.2 VSI warrants that the software shall conform to its published specifications in the Related Materials, including, but not limited to, the Capabilities Summary, On-Line Help, Reports Manual, User Reference Manual, and Training Tutorials. VSI warrants that the software is merchantable, in that it will properly install and operate according to the specifications herein.

7.3 VSI warrants to the Customer that it is solvent, not in bankruptcy proceedings or receivership, nor is it engaged in any proceedings, which would have an adverse effect on its ability to perform its obligations under this Agreement.

7.4 VSI warrants that there has been no violation of copyrights or patent rights in connection with the Licensed Software in this Agreement. VSI shall indemnify and save harmless the Customer from any suit or proceeding brought against the Customer by reason of any such infringement or any wrongful use. VSI will defend or settle any such claim, although the Customer shall be entitled to be independently represented by counsel of its own choice.

ARTICLE 8 – Limitation of Liability

8.1 Except for the warranties specified in Section 7, VSI grants no warranties, expressed or implied, including, but not limited to any implied warranties of fitness for a particular purpose. Notwithstanding anything to the contrary in this Agreement, it is expressly agreed that neither VSI nor the Customer shall be liable to the other Party for special, incidental, indirect, or consequential damages, or for any loss or claim by either Party.

8.2 Liability Insurance. VSI provides the Customer with a Certificate of Liability Insurance with the Customer named as the Certificate Holder. The standard coverage's with limits and insurer(s) are listed in the attached Exhibit C. If a customer requires insurance coverage beyond the standard limits provided by the VSI Certificate of Insurance, then the customer can either accept the VSI standard coverage at no additional charge or pay for the additional insurance coverage at VSI cost.

8.3 The Parties agree that the laws of the State of Vermont will govern this Agreement, and that the venue for legal resolution shall be in Chittenden County, Vermont.

ARTICLE 9 – Risk of Loss

9.1 For Customer hosted installations, the risk of loss or destruction, regardless of the cause, shall be the responsibility of VSI until the Licensed Software and Related Materials have been delivered to the Customer's premises or downloaded to the Customer's servers. For VSI hosted installations, VSI will be responsible for the risk of loss or destruction.

9.2 For Customer hosted installations, the Customer shall be responsible for verifying that the Licensed Software and Related Materials have been received, installed on the designated computer(s), and are operational, unless the Agreement specifies that VSI will install the Licensed Software as part of the on-site training. For VSI full hosted installations, VSI will be responsible for installing the software on either the Eastern or Western data center server.

ARTICLE 10 – Personal Information Protection

10.1 Customer On-Premise Hosted Software & Database: if the Customer installs the VSI application software on its' own servers, the Customer will be responsible for the SSL (Secure Socket Layer) to protect confidentiality of patron data flow between the server and the user workstations. To protect data at rest, VSI offers the chargeable Progress TDE (Transparent Data Encryption) software option to encrypt user-selected sensitive data fields to secure them from unauthorized access.

_____ VSI Initials _____ Customer Initials

ARTICLE 10 – Personal Information Protection – continued

10.2   VSI Hosted Software & Database: VSI will provide the SSL (Secure Socket Layer) Certificate for the hosting servers to protect the flow of data between the hosting servers and the Customer's remote users, as described in Exhibit E. The Progress TDE (Transparent Data Encryption) software to protect data at rest is included with VSI hosting services at no additional charge. If a breach occurs, VSI will notify the Customer immediately regarding the extent of the breach, so that the Customer can notify its' patrons that a breach of security has occurred.

ARTICLE 11 – Application Source Code

11.1   The Source Code for all VSI application software, along with a list of licensed customers, is held in escrow by VSI's Escrow Agent, Kolvoord, Overton, & Wilson, Attorneys, at 6 Joshua Way, Suite B, Essex Junction, Vermont 05452, Attn: Jason Ruwet 802-878-3346, jfr@essexvtlaw.com. The source code held in escrow is updated after each software release. If VSI defaults in providing software maintenance support due to company failure, or bankruptcy, or discontinuance of said service by VSI, it will notify the Customer and the Escrow Agent that it is in default. The Escrow Agent will then make the source code available to the Customer within thirty days of written notice for Customer support use only.

ARTICLE 12 – Independent Contractor

12.1   In performing the work under this Agreement, VSI acts as an Independent Contractor and is solely responsible for necessary and adequate workers' compensation insurance, as well as personal injury and property damage insurance.

ARTICLE 13 – Change Orders or Extensions

13.1   The Customer may require changes in the scope of services to be performed by VSI. Such changes, including any increase or decrease in compensation amount, must be mutually agreed upon in writing by the Licensee and VSI. VSI shall be compensated for all authorized changes in services.

ARTICLE 14 – Authorization and Entire Agreement

14.1   Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights stated herein, and to perform the duties and obligations described herein.

14.2   This Agreement and the attached Exhibits A, B, C, D, E, F constitute the entire Agreement between Vermont Systems and the Licensee. Exhibit D does/does not apply to this Agreement.

14.3   If any term or other provision of this Agreement is invalid, illegal or incapable of being enforced, then all other conditions and provisions of this Agreement shall nevertheless remain in full force and effect.

Vermont Systems, Inc.   **Customer**

_____   _____
Authorized Signature   Authorized Signature

____Giles Willey, President____   _____
Printed Name and Title   Printed Name and Title

_____   _____
Date   Date

Vermont VSI Systems
Recreation & Parks Software

Sales and Support Policies
Exhibit A   4/18/2016

1. SOFTWARE LICENSE:
The application software license is a one-time fee, which provides for the perpetual use of the software. While a deposit may not be required, the full software license fee is due for all accounts within 30 days of completion of the first training session. The Progress OpenEdge V11 Application Server software and Personal, Workgroup, or Enterprise Relational Database Management System (RDBMS imbedded database) software licenses are also required to operate the VSI application software using a browser or web client

2. ANNUAL SOFTWARE MAINTENANCE AND SUPPORT:
The required annual maintenance support fee is prorated from the first day of the installation month to the end of the first fiscal year, and thereafter, it is due annually on the first day of each new fiscal year. This fee includes the following:

- Worldwide telephone (800 US & Canada) and web support for VSI and Progress software five (5) days/week, Monday-Friday, 8am-8pm ET, and availability of chargeable Extended Hours Pager Support Monday – Friday, 8pm–10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. Further, Pre-Arranged Standard & Non-Standard Hours Standby Telephone Support is available, as described in Section 4 below. The following are included as part of the annual maintenance fee:
- Maintenance and repair of application software malfunctions with an acknowledgement response, as described in the Call Process, Section 5 below.
- One major application software upgrade every two years, along with multiple periodic updates. Major upgrades usually require a database conversion, while other periodic updates are program only. Enhancements are based primarily on user requests, but they also include an extensive number of VSI initiated improvements, all of which are added at the discretion of VSI. The status of all VSI software releases is available on VSI's web site at www.vermontsystems.com. Further, VSI notifies all Customers regarding the status and availability of all software releases in its' quarterly newsletter. Customers must contact VSI to schedule major software upgrades, which are downloaded from VSI's FTP site by Customers that host on premise. VSI upgrades software for all VSI hosted Customers.
- One biennial database conversion by VSI via FTP or WebEx during standard VSI business hours. VSI FTP/WebEx database conversion services are only chargeable, if started and/or completed during non-standard VSI business hours (before 8am and after 5pm ET, Monday through Friday and on weekends and holidays). Please note that all non-production database conversions are billable at standard VSI support rates. VSI provides coordinated software upgrade and database conversion services for VSI hosted Customers.
- Federal and State regulatory requirement changes.
- User ID and Password login access to Customer Support and Downloads sections on VSI web site.
- Phone support to explain how to configure database, how system works, and how to prepare for implementation of certain functions, such as those listed below under Extended Dedicated Support.
- Updates to financial and other interfaces due to VSI application software modifications and not due to application software modifications by other vendors.

Any of the following costs associated with customer support are **not included**:
- Actual usage of Standard Hours Pager Support, 8pm-10pm ET, Mon-Fri and Sat, Sun, & Holiday 8am-5pm ET.
- Pre-Arranged Standard Standby Telephone Support, Monday-Friday, 8am-5pm ET, and Non-Standard Standby Telephone Support are chargeable at different rates per hour.
- Any associated travel and out-of-pocket expenses for installation and training services.
- Installation and configuration of product enhancements or releases, database repairs, and more than one biennial database conversion are chargeable, unless VSI is providing hosted services.
- Telephone support related to computer hardware, operating systems, networking, and reinstallation and configuration of application software is chargeable. If the hardware and software configurations are modified after VSI has completed on-site or telephone installation services, additional requested support services are chargeable.
- Telephone training, as a substitute for on-site training or classroom training at VSI, as well as for untrained operators, is chargeable. Refer to Sections 6 and 7 below and to standard VSI hourly services pricing.
- VSI application software WAN access configuration.
- Customized print programs and updates are chargeable.
- Interfaces to export or import data from or to other application software databases are chargeable.
- Extended Dedicated Support to implement or change certain functions, such as 1) Switching from Cash to Accrual Accounting; 2) Reinstall WebTrac software on server; 3) Customize Splash Page; 4) Create Web Bypass Links; 5) WebTrac Style Sheets changes; and, 6) Database Support to analyze and correct extensive out-of-balance condition.
- Hosting services are not included in the VSI application software maintenance fees.

3. PROGRAMMING ENHANCEMENTS:
Although VSI policies provide for charging for special programming, we generally do not charge for individual enhancement requests. All **approved** enhancements and repairs are automatically included in all updates as part of the annual maintenance fee.

4. VSI EXTENDED HOURS PAGER & STANDBY TELEPHONE SUPPORT SERVICES:

Standard Extended Hours Pager Telephone Support

Monday - Friday 8pm – 10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. If extended hours support is actually provided, it is chargeable with a minimum per call or multi-call issue.

Pre-Arranged Standard and Non-Standard Hours Standby Telephone Support

Standard Standby Telephone Support, Mon-Fri, 8am-5pm ET and Non-Standard Standby Telephone Support can be pre-arranged by calling VSI at least one full business day in advance. Standard & Non-Standard Standby Support is provided at different rates per hour.

5. SUPPORT CALL PROCESS:

To provide high quality support and to effectively assign resources to incoming calls, three types of call priorities are identified as follows: Priority 1 is considered Urgent or High Priority, Priority 2 is classified as Medium Priority, and Priority 3 is deemed to be Low Priority. The criteria used to establish guidelines for these priorities are as follows:

Priority 1 – High

Consists of errors that cause unrecoverable loss or corruption of data or loss of essential software functionality that prevents Customer processing, and there is no workaround. Generally, the system would be down.

Priority 2 – Medium

Consists of errors that cause loss of essential software functionality that prevents Customer processing, but has a workaround, or loss of non-essential software functionality that does not have a workaround. Generally, the system is not down, but the problem is causing staff inconvenience.

Priority 3 – Low

Consists of errors that may be causing loss of non-essential software functionality, but have a workaround. While the system is not down generally, the Customer's operational questions need to be resolved.

Response Times

VSI will respond to Priority 1-3 support calls in accordance with The Table of Service below, and all time references are clock hours or calendar days, unless otherwise specified. The Customer will use the VSI telephone number or support email address during standard VSI business hours, as described in Section 2, or the VSI pager number during standard pager support hours, as described in Section 4. The Customer can also call the pager number to request support during pre-arranged non-standard pager support hours, as described in Section 4. The Customer and VSI support person may also use cell phones for more efficient responses.

All issues or questions reported to support are tracked via a logged support call that contains at a minimum the Customer name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description of the question or issue, and any other pertinent information. The support person will provide the Customer with a call number to track each call issue. Each call will be stored in a queue and the first available support representative will be assigned to the next call issue.

While reviewing the call issue, the assigned support person will contact the Customer, if additional information is needed. The VSI support person will either resolve the issue with the Customer or advise the Customer regarding the status and the course of action being taken to resolve it. All correspondence and actions associated with a call are tracked in the support database. If the issue needs to be escalated to a development resource, the Customer will be informed. While issues escalated to development will be scheduled for resolution, they may not be resolved immediately depending on the nature and complexity of the issue. The Customer may contact the support department at its convenience for a status update on development issues.

Escalation Process

In the event that VSI is unable to provide either a permanent or a mutually acceptable temporary resolution within the applicable timeframes set forth in the Table of Service below, VSI will initiate escalation procedures at VSI's sole expense, except if due to hardware malfunctions, utility failures, air conditioning malfunctions, non VSI software problems, communications malfunctions, environmental problems, user errors or any other cause outside VSI's reasonable control, in which case VSI may charge the Customer at the hourly rates listed in VSI services pricing. However, VSI will continue to assist the Customer to resolve the problem, even when VSI and Customer may not agree on the cause of the problem.

Table of Service Requirements.
The table below lists the service level required by the three Priority levels described above:

Service Level Required	Priority 1	Priority 2	Priority 3
	(time measured from initial call to VSI)		
Initial Response Due	1 hour	4 hours	5 days
Correction identified and a mutually agreeable correction plan will be developed within	24 hours	7 days	As mutually agreed
Escalation Stage 1 (Support Managers)	12 hours	7 days	N/A
Stage 1 Status Report Intervals	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 2 (Vice President of Support)	24 hours	7 days	N/A
Stage 2 Status Report Intervals	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 3 (President)	72 hours	10 days	N/A

6. **VSI SUPPORT SERVICES PRICING**
   VSI charges a daily fee for on-site training based on an 8-hour day, plus out-of-pocket travel expenses. VSI charges the same daily fee for classroom-training at VSI for the first two Customer trainees, along with a reduced rate for each additional trainee. Other services include 800 telephone training, programming, hardware, and network configuration support services. Travel time, which includes two-way travel for trips lasting less than 4 hours, is also chargeable. VSI reserves the right to modify these rates at any time.

7. **VSI WEEKEND SUPPORT SERVICES PRICING:**
   The daily and hourly weekend training rates are based on one and one half times the standard weekday rates. If the Customer asks a VSI Trainer to stay over a weekend, in order to save on travel costs, and no training is provided, the Customer will be charged a reduced daily fee, plus all normal travel expenses. VSI reserves the right to modify these rates at any time.

8. **ON-SITE TRAINING SHORT NOTICE CANCELLATION PENALTY:**
   If scheduled on-site training is cancelled with less than 3 weeks' notice, the Customer will be responsible for any travel expense losses, as well as a penalty to partially offset VSI Trainer rescheduling costs. This penalty will be applied reasonably.

9. **TRAINING CANCELLED DURING SCHEDULED ONSITE TRAINING WEEK:**
   If the Customer cancels or delays training for any reason (weather, trainee sickness, etc) while the VSI Trainer is onsite, Customer must still pay VSI daily rates for training and travel expenses.

10. **TELEPHONE SUPPORT:**
    Telephone support worldwide, during VSI standard business hours, is included in the Annual Software Maintenance and Support fee, provided that VSI has previously trained the individuals being supported. Otherwise, chargeable telephone or on-site training must be completed.

11. **DOCUMENTATION:**
    All documentation is provided electronically with the application software and it includes the User Reference Manual, Installation Planning Guide, Sample Reports, Installation Instructions, On-Line Help, and Sample Database with Tutorial. Customers can print any number of copies needed to train their staffs and manage their operations.

12. **INSTALLATION PLANNING:**
    After receiving your order, VSI will assist you to develop a plan, which will assign Customer and VSI responsibilities for the various elements required to successfully complete the installation and training.

13. **THIRD PARTY VENDOR GENERAL LEDGER/CASH RECEIPTS INTERFACE PROCEDURES:**
    The VSI Trainer will configure RecTrac/GolfTrac/CYMTrac software for the appropriate vendor interface and will show the Customer how to generate the batch export file that contains the summary or detailed transactions for the day or any date range. At this point, it is the Customer's responsibility to contact the financial software vendor to arrange for assistance to import the daily batch file for automatic posting to the cash receipts or general ledger system. The VSI trainer is not responsible for importing the batch files into any third party application software or for contacting the vendor.

14. HARDWARE PAYMENT & WARRANTY:

Full payment for the hardware and systems software is due following delivery and verification of the order. The verification process must be completed, so that all payments can be made within 30 days of delivery. The VSI supplied hardware includes warranties from the manufacturers or distributors for specified periods. Please review the quotes and warranty chart provided by VSI. After the warranty period or add-on warranty period, hardware vendors also provide time and materials maintenance support. Warranty and maintenance contract service provided on a Depot Basis can require several days to complete. Therefore, plan your purchases to include **spare critical units**, in order to provide your users with uninterrupted operations. Hardware returns in the original packaging are only accepted during the first 30 days following delivery.

15. VSI POS HARDWARE SUPPORT:

To support our POS software applications, VSI offers a broad range of hardware computers and peripherals that we have evaluated, qualified, and configured to function properly with our software. This requires an extensive investment of resources including labor and the purchase of one or more of each type hardware product. Further, these hardware products are essential to support our customers and for testing each software upgrade. Most customers appreciate the availability of these qualified products, since it saves them from experiencing the same expensive process.

Our priority is to offer only high quality products with extended warranties at competitive prices, but not necessarily at the lowest prices. A qualified product that is competitively priced is much more important than the lowest price. More often than not a lower priced, unqualified product will eventually cost much more for all concerned. VSI hardware support policies are as follows:

Qualified POS Hardware Purchased from VSI – Full Support:
VSI will be responsible for ordering the properly configured hardware with the correct cables and other features, delivery, installation and configuration assistance, toll free telephone support, and warranty service arrangements, as needed.

Qualified POS Hardware Purchased from Another Source – Partial Support:
VSI is **not** responsible for resolving problems resulting from incorrectly ordered hardware, resulting installation and configuration problems, and warranty service arrangements. However, VSI will provide limited guidance and support, during the installation of the hardware. If issues are not resolved within a few minutes, then VSI will continue to provide 800 phone assistance at the standard VSI support rate.

Non-Qualified POS Hardware Purchase from another Source – Limited Support:
VSI does not support non-VSI qualified POS hardware using our 800 support lines. However, if a customer calls for assistance and the VSI support person determines that the request is for a non-qualified product, he/she will discuss options as follows: 1) Select qualified hardware on the VSI price list, or 2) Discuss qualifying a new product with VSI management. If a customer requests VSI to consider qualifying a non-qualified product, we will evaluate the circumstances, and if justified, will attempt to qualify. In order to proceed, the customer must send an evaluation unit to VSI and we will attempt to qualify it at standard VSI support rates. The customer must specify a qualifying spending limit. If successful, VSI may or may not add the product to our price list. If added, VSI will continue to support the product, as described under qualified hardware options. If not, any on-going qualifying that might be required, as a result of hardware or software upgrade changes will be chargeable.

POS Hardware Onsite Installation Support:
If you expect the VSI Trainer to install POS hardware during an onsite training trip, you must allocate sufficient time in the schedule to complete the software training and the hardware installation and configuration. The time allocated will vary based on the three situations described above, but the most time-consuming will involve hardware that VSI has not qualified. The time allocated will also vary depending on the number units to be installed. If the VSI Trainer installs and configures the hardware during a normal 8-hour workday, then this would be included in the previously approved onsite training fee. If the VSI Trainer is required to work in excess of 8 hours on any given day, in order to complete the hardware setup and software training during the scheduled onsite visit, then the Customer will be billed for overtime fees.

Vermont Systems Cloud Computing Services
VSI Eastern & Western Data Centers

1. **Full Hosting Services:**
   VSI owns and manages redundant servers and communications devices that are installed at its Eastern and Western data centers. These systems are operational on a 24/7/365 basis. VSI provides its hosting services customers with Progress deployment software support, Progress RDBMS database support, and extended hours Pager support as described in VSI's Sales & Support Policies (Exhibit A in the VSI Sales Agreement). Initially, this includes live hosting phone support from 8:00am to 8:00pm, Monday – Friday, plus no charge 24/7 Pager support for all other hours. Hosted Services Support is specific to application availability. If users are unable to access the application software, they would contact Hosted Services Support. As the number of hosting customers grows, live hosting phone support will be expanded accordingly.

2. **Eastern & Western Data Center Hosting Services:**
   Tech Vault and FORTRUST are VSI business partners that assist VSI to provide full hosting services for VSI customers. Tech Vault Data Center has a Green Building Council Silver Certification (Leed Silver) and is HIPAA, PCI-DSS, and SSAE-16 SOC 2 compliant. Tech Vault has also applied for LEED Gold certification. FORTRUST Data Center has been awarded an M&O Stamp of Approval with Tier III Gold Certified and SSAE-16 Services Organization Control (SOC) 1 Type 2, SOC 2 Type 2, SOC 3 SysTrust Services Organization, BBB A+ Accreditation, HIPAA, and GLBA reporting colocation facility with 100% uptime.

   At Tech Vault, massive Internet bandwidth is provided by six ISP providers, each having dual points of entry into the facility. Tech Vault is a node on every carrier's regional SONET ring. All onsite ISP network systems are delivered by redundant Cisco router infrastructure, and BGP services keep your systems available and online in any event. Tech Vault provides a 99.999% bandwidth uptime guarantee with its SLA's.

   Data Center Space:
   - Multi-level security access to the server facility.
   - HIPAA-compliant facility with exterior walls built to Homeland Security specifications.

   Data Center Cooling & Environment:
   - Industry-leading cooling with integrated humidification.
   - Fully redundant N + 1 architecture.

   Security & Access:
   - Man-Trap access-only with dual-factor finger biometric scan and integrated HID proximity reader.
   - Keycard and biometric facility access.
   - Authorized VSI access 24/7/365.
   - Video surveillance cameras, internal and external, 24/7/365 basis.

   Power:
   - Fully redundant battery and automatic generator backup.

   Internet Services:
   - Data Centers are ISP Carrier neutral facility.
   - Multiple tier-one providers.
   - Internet utilizes Border Gateway Protocol to provide 100% internet availability.

   Additional Data Center Features:
   - 24/7/365 Facility Environmental Monitoring by Data Center staff.
   - Hardware Monitoring (SNMP) and Diagnostics.
   - 100% uptime for bandwidth and power.

3. **VSI Managed Hosting Services:**
   - Redundant hosting servers, routers, and switches with automatic fail-over.
   - Progress Deployment software support and Progress RDBMS database support.
   - Automatic VSI program updates.
   - Database daily backup and database restore, as requested, and copy live to demo.
   - RecTrac and WebTrac only generated email service. (Not to be used as a general mail server)
   - Monthly Internal/External Vulnerability Scan both data centers by Trustwave.
   - Quarterly Internal/External Penetration Test both data centers by Trustwave.

3. **VSI Managed Hosting Services (continued)**
   - Managed hosting services anti-virus protection.
   - All VM services are hosted in a private cloud.
   - VSI will routinely install server operating system updates, as released by the vendors.
   - Progress Replication between data centers for Disaster Recovery site*
   - Progress TDE Encryption available for data at rest protection**

   * Failover to warm Disaster Recovery site is controlled manually by VSI staff. Since each data center has localized redundancies built-in, a catastrophic event would need to occur before failover would be initiated. Alternate URL's for RecTrac/WebTrac will be provided to customers in case a Disaster Recovery event occurs.

   ** Depending on the Site License Agreement, additional licensing fees may apply.

4. **VSI Additional Chargeable Hosting Services:**
   - Periodic database performance audits and tuning.
   - Assisted HTML development of splash pages and implementation.

5. **SSL (Secure Sockets Layer) Certificate:**
   VSI will provide the SSL Certificate for the hosting servers. While the flow of data between the hosting servers and the Customer's remote users is encrypted using the SSL provided, VSI is not responsible for any loss of data beyond our control.

6. **Fire Wall Rules:**
   VSI is responsible for configuring and maintaining the firewall rules for the hosting servers and will notify the Customer of any changes that would impact the Customer's access to the application database. The Customer is responsible for configuring and maintaining firewall rules for all Customer locations.

7. **Periodic Hosting Servers Maintenance:**
   VSI will provide the Customer with advance notice when the hosting servers will be unavailable due to scheduled maintenance. VSI will coordinate with the Customer to minimize down time for scheduled maintenance.

8. **VSI Hosting Servers Technical Support:**
   If the source of a technical problem exists within the systems or technology under VSI management, no charge will apply. For example, a technical issue, such as, your hosting server becomes unreachable due to a network or hardware failure. This example is for reference purposes only and should not be misconstrued as the only issue that might arise over time.

9. **ERI PayTrac License:**
   The Customer must license one of the VSI certified ERI credit card interfaces to process office (Retail, MOTO) and online (ecommerce) payments and to ensure that credit card data is encrypted and secure. If pin debit card payments are to be accepted, then a VSI ERI pin debit card interface will be required for the same processor. If check payments are to be processed electronically, a VSI eCheck interface will also be required.

10. **Hosting Penalties:**
    There shall be no downtime penalty for scheduled operating system upgrades, scheduled Progress software updates, application software upgrades, DNS outages, and application database upgrades. Except for these scheduled downtimes, VSI expects over 99.7% uptime. Therefore, if the software applications are unavailable for customer use for more than 26 hours of a total 8760 hours in a calendar year due to hosting services, VSI will credit the customer with a prorated amount for any lost time exceeding 26 hours to the nearest 15 minutes.

EXHIBIT F - VSI FULL HOSTING SERVICES 3.x Software
Service Level Feature Comparison 10/12/2016

Item	Description	Silver	Gold	Platinum
1.	Flat monthly fee (no transaction fees) based on Service Level and number of concurrent users.	Yes	Yes	Yes
2.	No forced convenience fee passed on to patrons. VSI customer can elect to charge a convenience fee to the patron for WebTrac transactions, but this is a user-defined parameter.	Yes	Yes	Yes
3.	Servers managed by VSI in two secure data centers located in eastern and western regions of the United States. All server hardware and operating system maintenance is provided by trained VSI professionals.	Yes	Yes	Yes
4.	RecTrac Email Archiving tracks emails sent in report format to include address, recipent, subject, email body, and RecTrac user who sent the email, along with the list of BLOB attachments. Does not guarantee delivery or receipt.	Yes	Yes	Yes
5.	All VSI application upgrades will be performed by VSI. If these upgrades involve "planned" downtime, they will be coordinated with the customer to occur during off-peak hours. Any planned downtime for software upgrades will occur after 11:30 ET for the Eastern data center and 11:30pm MT for the Western data center.	Yes	Yes	Yes
6.	Test application upgrade performed prior to the live database upgrade so that a customer will have an accurate understanding of the planned downtime period needed to perform the upgrade.	Chargeable	Chargeable	Yes
7.	After Image (.AI) snapshot window in minutes. These snapshots reduce the potential data loss if a system failure takes place. A lower value equates to greater "insurance coverage". This coverage extends backwards 7 days from the current day.	180	120	60
8.	Daily Live Database Backups and nightly off-premise backups are performed by VSI on a rolling 7 day basis. In addition, VSI maintains a rolling quarter-end backup and a rolling annual backup for three years.	Yes	Yes	Yes
9.	Toll Free phone support including WebEx diagnostic sessions.	Yes	Yes	Yes
10.	ODBC Connection for third party access to reporting database updated once every 24-hours to accommodate dashboards and custom reporting.	Unavailable	Unavailable	Yes

C:\Users\richardbs.VSI.NET\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\T63098QR\Hosting Services 3 x Feature Checklist - Exhibit F.xlsx

1

EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Service Level Feature Comparison 7/1/15

11.	Redundant servers, power supplies, bandwidth in and out of the hosted servers, network connections, RAID 10 disk arrays, and SAN/NAS configuration.	Yes	Yes	Yes
12.	Progress OpenEdge Replication provides automatic, real-time database failover or disaster recovery at an alternate site with minimal or no disruption. Maintains data integrity between source and target databases.	Yes	Yes	Yes
13.	Progress Transparent Data Encryption (TDE) provides the option to encrypt user-selected sensitive data fields to protect from unauthorized access, while data is at rest.	Yes	Yes	Yes
14.	Monthly third party external PCI scan provided by Trustwave	Yes	Yes	Yes
15.	Automatic checks every "X" minutes to be sure WebTrac home page is accessible.	90 Min	60 Min	30 Min
16.	Library of WebTrac Splash Pages available for loading into a customer's hosted database.	Chargeable	50% Disc Each	Yes
17.	WebTrac Style Sheet and image changes required due to VSI upgrade changes will be updated by VSI.	Yes	Yes	Yes
18.	Staff training using phone and WebEx when applicable. These hours can be used to train new staff; refresher sessions for existing staff; or to learn a new function in a VSI hosted application. Each training segment is a maximum of four hours and is limited to number of sessions listed.	Chargeable (Standard Training Rate Applies)	One Session Annually	Two Sessions Annually
19.	Library of Membership Card, Gift Card, and Ticket templates available for loading into a customer's hosted database.	Yes	Yes	Yes
20.	Maximum recovery time associated with any unplanned outage at Primary data center.	12 Hours	6 Hours	2 Hours
21.	Maximum recovery time associated with any unplanned outage that requires switching to a Secondary data center. This would only occur, if the Primary data center outage is expected to exceed 8 hours.	16 Hours	10 Hours	6 Hours
22.	24/7 Pager Support related to hosting issues included at no additional charge. Hosting support ends at the RecTrac login screen. Then standard application software support services become effective, as soon as a user can login into RecTrac or other VSI application software.	Yes	Yes	Yes
23.	LIVE to DEMO database copies performed by VSI during off-peak hours every Tuesday and Thursday.	Yes	Yes	Yes

C:\Users\richardbs.VSI.NET\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\T63098QR\Hosting Services 3 x Feature Checklist - Exhibit F.xlsx

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EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Services Outside The Hosting Agreement
Pay As Incurred10/12/16

Item	Description
1.	Application Software & Database License & Annual Maintenance fees or Application Software & Database SaaS (Software as a Service) fees.
2.	End-User Training (on-site or remote)
3.	Hardware Purchases
4.	Shipping Fees
5.	Travel Expenses
6.	Database schema training associated with an ODBC connection. Any assistance provided to a customer helping them to understand tables and fields in a VSI database so that they can create an external dashboard, report, export, or similar result, is chargeable.

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